

# Robert William Roberts

San Mateo, CA | (650) 201-0414 | [robertwr95@gmail.com](mailto:robertwr95@gmail.com) | [linkedin.com/in/robertwr95](https://www.linkedin.com/in/robertwr95)

## – SKILLS –

Data visualization (Excel, PowerBI, Tableau)      Financial Planning  
Programming (SQL, R, Python, C#, Java)      Project Management  
Data Warehousing

## – EDUCATION –

**San Francisco State University** *San Francisco, CA / December 2019*  
*Bachelor of Science in Business Administration, Concentration in Information Systems*

## – CERTIFICATIONS –

**Google Data Analytics Certificate** *Google / June 2024*  
**The Complete SQL Bootcamp 2022: Go From Zero to Hero** *Udemy / July 2022*  
**Microsoft Office Specialist Excel 2016** *Microsoft / April 2019*

## – PROJECTS –

### **Alternative Fuel Trends for Cars in California** *Excel*

Combined and cleaned public datasets to analyze and generate graphs showing trends of alternative fuel types of cars by Californian drivers.

### **COVID-19 in San Francisco** *Excel, SQL, Tableau*

Cleaned a public dataset to import and run queries using SQL. Used Tableau to create visualizations showcasing peaks and valleys in reported cases, deaths, and vaccines administered.

## – WORK EXPERIENCE –

### **U.S. Bank** *Foster City, CA / July 2021 - Present*

*Client Relationship Consultant III, Client Relationship Consultant IV*

- Champion a digital-first mindset to deepen relationships with clients and reach 120% of monthly revenue goals.
- Troubleshoot digital concerns of clients by utilizing cross-functional expertise and available resources.
- Developed a KPI tracker that was adopted across multiple branches to track sales, digital connections, and outbound calls.
- Navigate client issues and complaints while motivating the team to continue achieving metrics when acting as interim branch manager.
- Acquire and manage client portfolios through financial analyses to maximize sales opportunities.
- Nominated by direct manager for company-wide employees of the year recognition for 2023.
- Collaborated with team members and business partners across multiple departments to optimize client experience.

### **BevMo!** *Colma, CA / September 2017 - July 2021*

*Sales Associate, Lead Associate, Shift Manager*

- Onboarded and mentored 10+ new associates in both in-store and e-commerce responsibilities ranging from register and stocking duties to mobile order processing.
- Assisted in integration of e-commerce platforms following acquisition by GoPuff.
- Maintained consistent communications with team members to reach desired sales outcomes.
- Discussed and implemented organization ideas with upper management that increased product movement by 10x.