

Benjamin Roberts

Data Scientist

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Creative problem solving in the service of mankind is my passion. I use data and processes to analyze and solve business problems. For more than 15 years, I've devoted myself to mastering the skills necessary to tackle, and lead a team through, any challenge. Whether it was using big data to help small businesses, creating localized solutions for global non-profits, or implementing payment platforms, my goal has always been to leverage my experience and skills to improve the lives of others.

SIGNATURE STRENGTHS & COMPETENCIES

Linear / Logistic Regression	SAS Base/EG	Operations Management
Classification Models	SAS Programming/Macros	Financial/Data Analysis
Natural Language Processing	SharePoint	Reporting/Report Automation
Data Visualization	JDE / ReportsNow	Budget Management & Cost Control
Python, Ruby, php	Tableau	Risk Management
HTML, CSS, JavaScript, SQL, Git	Global Team Leadership	Vendor Management
MS Excel, Access, VBA, Macros	Project & Program Management	Process Improvement
SAP Business Objects	Strategic Planning	Event Management

DATA SCIENCE FELLOW

General Assembly | Memphis, TN | Jan 2022 – April 2022

- Built and maintained predictive models and data pipelines for small and large datasets in a wide variety of application areas from home buying and selling to geographical mapping and natural language processing.
- Applied classification, regression, clustering, and anomaly detection models to class projects, hackathons, and personal projects focused on real-world business insights using SQL, Python, Pandas, Numpy, Matplotlib, Scikit-learn, and more.
- Created visualizations to ID and explain trends and metrics, and presented projects to non-technical clients and team members, using Tableau and PowerPoint.

PRODUCT MANAGER

Prospero Health | Memphis, TN | August 2021 – Dec 2021

- Nationwide rollout of Health Information Exchange (HIE) portal to more than 800 end users.
- Managed the integration of vendor software with Salesforce, including patient data, SSO/security, and end user training .
- Advised on the development of workflows and new business process to align with software capabilities.
- Responsible for risk management, compliance, and communications to internal and external stakeholders.

SR. ADVISOR GLOBAL OPERATIONS AND EDUCATION / PROJECT MANAGER

ALSAC/St. Jude Children's Research Hospital | Memphis, TN | August 2017–August 2021

- Oversaw daily operations of Global Alliances division in support of non-profit foundation in Low/Middle Income Countries.
- Managed multiple projects to support global NGOs, education, payment solutions, fundraising, customer management and financial analysis with a focus on strategic planning, budgeting, resource allocation, business requirements, solution design.
- Developed and executed global business operations strategies with a focus on innovation. Ensured systems align and support department growth to engage partner foundations globally while navigating varied technical, legal and business environments.
- Developed KPI for measuring global initiatives and service effectiveness. Monitored, managed, and reported on performance success. Analyzed data, identified trends, developed reporting and communications for internal and external stakeholders.
- Worked cross-functionally to resolve problems, develop strategy, implement solutions, track trends and manage program and event data.

Projects included:

Designed and developed needs assessment tools for non-profit foundations in LMIC's.

The rollout of an Online Fundraising Platform to more than a dozen international non-profit partners.

Development of a Custom CRM Platform with integrated project management tools using SQL and a low-code database platform.

Production of 11 international conferences annually for more than 300 participants, subject matter experts, and volunteers.

Creation of a multi-year, multi-track Strategic Fellowship Program with participants from more 16 countries.

BUSINESS ANALYST / MACRO DEVELOPMENT

EdR Collegiate Housing | Memphis, TN | October 2015–August 2017

- Assisted with multiyear implementation of complex ERP, including migration of existing data and reporting, redesign of business processes, design and development of operational and accounting reports for internal and external stakeholders and proposed technical solutions for implementation and migration issues.
- Gathered and analyzed business requirements for process and reporting needs.
- Designed, developed and maintained custom scripts to automate data extraction, report development, formatting and distribution.
- Ensured presented information was accurate, clear, concise and business-relevant. Reconciled data and tested to validate and verify that business requirements were met.

BUSINESS SYSTEMS ANALYST/DATA MANAGEMENT SPECIALIST

Accredo / Express Scripts | Memphis, TN | February 2012–October 2015

- Managed process and report automation using multiple platforms, languages and sources. Worked cross-functionally to identify and define business requirements for software development, reporting tools, processes and data extracts/analysis.
- Automated more than 40 human hours of weekly productivity.
- Designed and developed reports and data extracts for business users to aid in tracking and analysis of KPI, sales, revenue, productivity and reimbursement data, using SAS, SQL, Excel dashboards, Access databases, business objects, VBA, macros and SharePoint.
- Served as a liaison between senior management, IT and stakeholders in support of projects, analysis and process improvement.
- Maintained and provided first-level support and troubleshooting for legacy scripts and reporting tools.
- Analyzed data and financial metrics to identify trends, anomalies and inefficiencies.
- Managed data in support of billing and reimbursement, financial analysis and process improvement.

CONSULTANT / FREELANCE

World Health Organization | Prospero Health | ZR Creations | Memphis Rocks | Lilly Advance
Memphis, TN | August 2019 – Present

EDUCATION & CERTIFICATION

University of Memphis
BBA: Business Finance
December 2010

General Assembly
Data Science Immersive
April 2022

Project Management Institute
PMP (Project Management Professional) Certification
December 2020

OTHER RESOURCES

<https://www.linkedin.com/in/thisbenroberts/>
<http://thisbenroberts.com/>
<https://github.com/ThisBenRoberts>