

CHRISTOPHER TAYLOR

DATA SPECIALIST & BUSINESS ANALYST

Boynton Beach, FL | 561-315-1097 | nskanatomy@gmail.com

PROFESSIONAL PROFILE

Results-driven data professional with experience in leveraging technology integrations and workflow automation for small businesses and larger corporations to enhance the CRM experience. Strong knowledge of using organizational data to identify and solve complex problems, write proposals and informational reports, and maximize business productivity.

WORK EXPERIENCE

SHARED SERVICES MANAGER

DynaServ | Davie, FL | 2021-Present

- Promoted within seven months of employment to spearhead the development and implementation of initiatives which improved the operational efficiency of shared services by 45%
- Served as a lead writer in the proposal development process on technical reports that recommended strategies for improvement based on current performance metrics and quantitative data
- Formulates and disseminates information about new policies and procedures to ensure compliance with organizational guidelines and industry standards across departments to over 400 employees each month
- Develops and maintains effective relationships with +50 key stakeholders to ensure their needs were met
- Redesigned the DynaServ website using custom HTML to increase SEO-optimization, update data encryption and security, improve usability of the site, and reduce cost of hiring a web designer by at least \$5K

ELIGIBILITY ANALYST

Horne LLP | Orlando, FL | 2021

- Managed the processing of 40+ government service account electronic eligibility files, documents, and forms
- Verified applicant data before submission to determine eligibility for economic assistance of up to \$15K+
- Streamlined the application process through conducting preliminary interviews to input initial data, explain scope of benefits, and connect candidates with available resources
- Collaborates with the case management team, homeowners, landlords, tenants, and other external groups to provide effective and timely customer service, information, and problem resolution

HUMAN RESOURCES PROFESSIONAL

University of Central Florida | Orlando, FL | 2019-2020

- Supported the Department of Political Science with daily office operations, administration of human resources, and management of the financial oversight of expenditures and revenue
- Completed financial forms with the purpose of managing department budgets of up to \$50K, tracking account purchases, and updating financial spreadsheets
- Maintained monthly, weekly, and daily logs using Microsoft Office Suite to track financial statements and reports
- Organized presentation data for meetings to improve department communication between the College of Liberal Arts and Sciences and other related stakeholders

BUSINESS MANAGER

Forever Fitness Personal Training | Boynton, FL | 2016-2019

- Innovated and implemented workflow processes to boost long-term business success and increase profit levels by 20% each fiscal year
- Developed a marketing strategy and led informative presentations to increase visibility and community knowledge of our services to targeted audiences
- Designed custom electronic data system to centralize client files including personalized fitness plans, records, and contracts to cut costs by over \$1K per year
- Oversaw the instruction of 30 clients in individualized exercise, nutrition, and strength/conditioning programs for quality assurance and health/safety compliance
- Achieved customer satisfaction ratings of 98% through efficiently conducting safe workout routines modified for varying fitness levels

EDUCATION

B.S. IN ECONOMICS

University of Central Florida | Orlando, FL | 2020

A.S. IN BUSINESS

Palm Beach State College | Lake Worth, FL | 2018

B.S IN RECORDING ARTS

Full Sail University | Orlando, FL | 2014

SKILLS

- Problem-solving
 - Project management
 - Analytical Decision Making
 - Attention to detail
 - Time management
 - Innovation
 - Strategic planning
 - Critical thinking
 - Leadership
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EXPERTISE

- Data Analytics
 - Python
 - JavaScript
 - SQL
 - Data Management & Reporting
 - Linear Programming
 - HTML
 - Programming
 - Data visualization
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