Richard Cook

Business and Operations Analyst

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| |  |  | | --- | --- | |  | **Work History** |  |  |  |  | | --- | --- | --- | | **2023-03 –**  **2024-05**  **2022-03 –**  **2023-01**  **2019-02 –2021-10** |  | Operations Analyst  ShipMonk   * Developed tools and automation for processing company KPIs and expanding continuous improvement initiatives. Software suites utilized included Metabase, Keboola (Python scripts), Tableau, and Snowflake.   Business Systems Analyst  Total Warranty Services   * Built programs in VB.NET and R to automate company processes, working alongside SQL, SSIS, and SSRS to generate client deliverables.   Senior Business Analyst, Portfolio Data Analyst  SMArtX Technology Solutions   * Directed morning operations to get ready for trading and troubleshot issues such as late file parsing and re-evaluating portfolios. * Performed custom database queries to extract and manipulate financial data to onboard, reconcile, and prepare accounts and/or models for trading. * Processed corporate actions and assessed the accuracy and performance of investment models while rectifying discrepancies through portfolio analysis. * Prepared prioritization meetings amongst multiple operations departments using Jira software for issue tracking. |  |  |  |  | | --- | --- | --- | | **2018-05 - 2018-07** |  | Data Specialist  Material Bank   * Performed data extraction, cleanup, mapping, manipulation, and importation into an e-commerce database. * Custom coded VBA macros to automate quality control processes. | | **2017-02 - 2017-08** |  | Research Associate  Lieberman Research Worldwide   * Conducted market research on contract projects that involved data acquisition, interpretation, and extraction of pertinent information to support research conclusions. * Documented data in Excel to advance global research studies. |  |  |  | | --- | --- | |  | **Education** |  |  |  |  | | --- | --- | --- | |  |  | Bachelors of Science: Chemical Engineering  Carnegie Mellon University | |  |  | Post-Baccalaureate Studies  Columbia University |  |  |  | | --- | --- | |  | **Languages** |   French (fluent), Portuguese (beginner), German (beginner)   |  |  | | --- | --- | |  | **Accomplishments** |   Dean's List, Carnegie Mellon College of Engineering Recipient of DAAD RISE Academic Exchange Grant |  | |  |  | | --- | --- | |  | **Contact** |   Address  665 Glouchester St. Apt 1  Boca Raton, FL, 33487  Phone  1-772-306-7716  E-mail  r.headway323@passmail.net   |  |  | | --- | --- | |  | **Skills** |   Data/technical analysis  Programming   |  |  | | --- | --- | |  | **Software** |   Asana  G-Suite  Jira  Python  R  Slack  Snowflake  SQL Server  Tableau  Visual Studio |