

Bob Chambers

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Profile

I'm a positive, energetic data analyst with a strong background in business operations and management who thrives on having a variety of projects that make the most of both my analytical and creative skills.

Skills

	Competencies Proficiency Scale
■ Data Analysis	● ● ● ● ●
■ Data Visualization	● ● ● ● ●
■ Research & Reporting	● ● ● ● ●
■ Project Management	● ● ● ● ●
■ Process Improvement	● ● ● ● ●
■ Training & Support	● ● ● ● ●
■ Graphic Design	● ● ● ● ○
■ Excel	● ● ● ● ●
■ Visual Basic	● ● ● ● ●
■ Word	● ● ● ● ●
■ Access	● ● ● ● ○
■ Visio	● ● ● ● ○

Personal Qualities

- Integrity
- Problem Solving
- Critical Thinking
- Organization
- Effective Communication
- Attention to Detail
- Efficient
- Flexibility
- Creativity
- Interpersonal Skills
- Teamwork

Education & Training

■ LEAN & Six Sigma Training	2009-2010
■ Project Management	2009
■ Membership Analysis & Strategies	2008
■ Competitive Intelligence	2007-2008
■ Demographic Analysis	2007-2008
■ Grant Writing Certificate	2006
■ HIPAA Privacy & Security	2003
■ Instructor Certification - BCTI	2001
■ Quality Process Training	1989-1993

Work Experience

Freelance Data Analyst ■■ Self Employed as Bob4Data ■■ Seattle WA & Tucson AZ 2010 - Present
Provide research, data analysis, Excel training, process improvement, bookkeeping, administrative assistance, Excel macro programming, graphic design, and more to individual and business clients.
■ **Accomplishments** ■■ *Wrote an Excel VBA macro that did 3 days of manual monthly work in 60 seconds.*
■ **Review by Chris, Client** ■■ *"I'm very happy with the excellent work you do and I trust you completely. Finances and complicated paperwork are intimidating and high-anxiety work for me, but you make it simple and clear. Besides you're great fun to work with. I can't imagine working with anyone else."*

Strategic Market Planner (Senior Analyst) ■■ KPS Health Plans ■■ Bremerton WA 2002 - 2010
Supported Business Development, Sales & Marketing, and all other departments with research, analysis, reporting, project management, process improvement, problem resolution, training, etc.
■ **Accomplishments** ■■ *Oversaw all facets of HSA rollout, created dashboard reporting, contracted to OIC.*
■ **Review by Ty, Director** ■■ *"Bob consistently exceeds expectations in task & project performance, and is always positive, cheerful and helpful. He works on multiple projects with little direction, always completing them on time and with the extras that take the results to extraordinary levels."*

Instructor ■■ Business Computer Training Institute ■■ Tukwila WA 2001 - 2002
Taught Excel, Word, QuickBooks, and professional development skills to adult students.

Liquidation Specialist ■■ Unified Physicians of WA in Liquidation ■■ Olympia WA 1996 - 2001
Completed projects related to reinsurance, DSHS billings, claims processing, IT, provider services, etc.

Senior Product Support Specialist ■■ Metavante Services ■■ Brown Deer, WI 1993 - 1995
Provided training and support to customer service representatives. Managed the company-wide resolution of systems and processing issues as they occurred.
■ **Accomplishments** ■■ *Received a spotlight award for outstanding service. Responsibilities were expanded to cover a previously unsupported application.*

Operations Manager ■■ Bank One Oshkosh ■■ Oshkosh WI 1992 - 1993
Responsible for managing all bank operations including loan services, deposit services, customer service, reconciliation, purchasing, compliance, etc.
■ **Accomplishments** ■■ *Oversaw a bank-wide systems conversion. Implemented a disaster recovery plan. Initiated procedural changes that were adopted by other affiliates. Coordinated a remodeling project.*

Loan Services Supervisor ■■ Bank One Milwaukee ■■ Milwaukee WI 1990 - 1992
Supervised staff responsible for loan processing, customer service and reconciliation.
■ **Accomplishments** ■■ *Initiated quality measures and cross-training. Conducted seminars on system utilization. Served on several quality improvement & cost reduction committees. Reduced the department's error rate by 37% over 2 years despite a 64% increase in volume without additional staff.*

Volunteer Experience

Treasurer ■■ OutVentures ■■ Seattle WA 2016-2017
■ **Accomplishments:** ■■ *Created financial reporting, reconciliation procedures and a 5-year forecast.*

Board Secretary ■■ OutVentures ■■ Seattle WA 2011-2012

Emotional Support Provider ■■ Shanti ■■ Seattle WA 2006-2009
■ **Accomplishments:** ■■ *Assisted with training for new volunteers.*

Sound Designer ■■ Burien Little Theater and Seattle Public Theater 2000-2001

Excel Training & Support Resource ■■ Independent 1990-present

Algebra & COBOL Tutor - High School & College ■■ Independent 1989-2001

Office Manager / Volunteer ■■ Christian Care Projects ■■ Bemidji MN / London UK 1987-1988
■ **Accomplishments:** ■■ *Reconciled 3 years of financial records.*