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#### PROFESSIONAL SUMMARY

Bachelor's degree with four years plus experience in legal and two years in technical support. Specializing in personal injury litigation, construction litigation, and corporate law. Extensive knowledge in project management, data collection/validation, data cleaning, data visualization, invoicing, accounts receivable, preparing case documents, and legal research. Ability to create social media content for the firm and manage podcast(s) for the company. Knowledgeable in multiple coding languages and statistical analysis.

#### SKILLS

- SQL
- Python
- Excel
- Chat-GPT 4
- Tableau
- Google Suite
- Facebook Ads Manager
- Microsoft Office Suite
- Other Skills: Audacity/Audiotronic | SE optimization | Troubleshooting | State Court Filings (Florida) | Federal Court Filings | Scheduling

#### WORK EXPERIENCE

**Iconma - Raymond James & Associates, Inc.**  
*Procurement Sourcing Analyst*

**St. Petersburg, FL**  
*February 2024 - Present*

- Collaborated with a minimum of 7 internal departments to understand and fulfill their procurement needs effectively
- Conducted market research and cost analysis to identify opportunities for costs savings and process improvements, reducing procurement costs by 4% through strategic sourcing and negotiation
- Created and dispatched an average of \$200K in purchase orders monthly
- Developed and maintained strong relationships with suppliers to ensure timely delivery of goods and services
- Executed an average of 16 contracts monthly
- Identified and corrected a minimum of 10 purchase order match exceptions
- Managed the end-to-end procurement process, including vendor selection, contract creation and purchase order creation
- Spearheaded a procurement fast-track program, increasing department productivity

**Iconma - Raymond James & Associates, Inc.**  
*Procurement Contract Support Analyst*

**St. Petersburg, FL**  
*October 2023 - February 2024*

- Assisted in developing and implementing contract management policies and procedures
- Coordinated with legal, finance, and procurement teams to address contract-related issues and facilitate smooth contract execution
- Monitored, identified and resolved discrepancies in a minimum of 50 contracts monthly
- Received award of exemplary work for excellence in contract analysis and support.
- Reviewed, drafted and managed over 275 contracts to ensure compliance with legal and company standards

**Adams and Reese, LLP**  
*Office Services Coordinator*

**Tampa, FL**  
*June 2022 - April 2023*

- Analyzed supply consumption patterns to optimize procurement and budget allocation, resulting in over \$5k in savings
- Assisted management with project planning, documenting critical case information, as well as finalizing client deliverables
- Collected, coded, and reviewed over \$30k in accounts payable invoices.
- Communicated and resolved at least 50 technical and/or operational issues encountered
- Conducted market research and competitor analysis to support business strategies and market positioning.
- Escalated and coordinated unresolved incidents to the appropriate parties
- Monitored and managed a minimum of 15 assigned projects, ensuring key parties were informed regarding progress and expected outcomes
- Prepared over 20 concise reports/ visualizations for management review

**Rebein Brothers, PA**  
*Project Assistant*

**Tampa, FL**  
*Aug 2021 - May 2022*

- Collaborated with over 40 clients to gather and track case information during tenure.
- Coordinated with clients to obtain and review necessary case information
- Identified risks and develop controls to detect and prevent inefficiencies in firm procedures, resulting in an efficiency increase of at least 10%
- Managed resolution of issues efficiently and professionally, manifested in a higher level of customer satisfaction
- Performed statistical analysis in addition to hypothesis testing to validate data and draw meaningful conclusions.
- Prepared presentations and information summaries for attorneys and clients to review case details.
- Reduced attorney research time by 30% by implementing an archived case system, resulting in combined client savings of over \$100k

**Times Publishing**  
*Senior Account Specialist*

**St. Petersburg, FL**  
*Aug 2019 - Aug 2021*

- Performed analysis utilizing account data and service histories to identify trends and patterns, resulting in a 15% increase in customer retention
- Provided basic to intermediate level troubleshooting and provided resolutions of inbound issues on a daily basis
- Provided consistent performance of the day-to-day tasks and assignments in compliance with established targets and metrics
- Retained over \$100K in subscription payments as a result of superior incident resolution
- Utilized personal expertise and company troubleshooting resolution tree to evaluate technical problems for customers.
- Utilized the company's internal account system in order to track requests, document problems, and record solutions offered to clients

#### PROJECTS

**AdventureWorks Data Analysis**  
*Personal Project*

- Utilized a Database in **MSSQL** to analyze the online transactions of a multinational manufacturing company
- Resulted in the identification of high-performing markets in addition to total sales-based revenue for each year

**Food Poisoning Claims Data Analysis**  
*Certification Project*

- Utilized multiple libraries in **Python** and **SQL** to analyze and clean data related to food poisoning claims of a Brazilian fast food chain
- Resulted in the development of strategies to reduce the average claim duration in addition to the identification of commonly reported causes of food poisoning

## EDUCATION

University of South Florida  
*B.A. Economics*

Tampa, FL  
*Aug 2018 - May 2022*

- Member of Judy Genshaft Honors College (2018-2021)
- Member of Black Student Union (2018-2022)
- Emerging Scholars Award recipient (2018-2022)
- Global Tech Experience Digital Marketing Certificate recipient (2021-2022)

## CERTIFICATIONS

DataCamp  
*Data Analyst Associate*

Tampa, FL  
*July 2023*

- Credential ID: [DAA0015911757732](#)
- Utilized data management, data visualization, exploratory analysis, and statistical experimentation skills to identify past and future trends for key decision-making.