

Daniel Robinson

CONTACT

Email
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Phone
(458) 206-3301

Location
700 SE Cesar Chavez Blvd Portland, OR 97214

SKILLS

SQLPythonExcel

Data Visualization

Statistical Analysis

Machine LearningBig Data

Data MiningProblem-Solving

Communication

EDUCATION

B.A. in Organizational Leadership
Project Management Arizona State University
Sep 2024 - June 2027

Certificate in Applied Business Data Analytics
Arizona State University 2027

VOLUNTEERING

Financial Literacy Coach
Junior Achievement
Teaching financial literacy to youth to empower future financial decisions.

PROFESSIONAL SUMMARY

Analytical professional with a solid background in technical support and financial analysis. Skilled in SQL, Excel, and quality assurance. With a focus on improving workflows, boosting client satisfaction, and maintaining data accuracy to support better business decisions. Driven to use my analytical skills to solve problems and build effective, forward-thinking solutions.

EMPLOYMENT HISTORY

Technical Support 3

- Jan 2025 - Present
- Duralabel | Portland, OR (Remote)*
- Delivered remote technical resolutions for industrial printing hardware while maintaining 100% compliance in documenting configurations and support history within Salesforce.
 - Managed an end to end engagement pipeline independently scheduling and executing product demonstrations, follow up calls and technical consultations using Salesforce and Microsoft Office.
 - Served as the primary tier-3 escalation point resolving the queue's most complex technical cases while providing real time mentorship and troubleshooting guidance to junior technicians.

Bookkeeper

- Feb 2022 - Present
- JN Hagen Painting | Remote*
- Streamlined financial processes enhancing operational efficiency and ensuring regulatory compliance while providing critical insights for strategic decision making.
 - Fostered strong partnerships with contractors by contributing to a cohesive work environment focused on accuracy and productivity.
 - Meticulously maintained financial records ensuring precision in all transactions and reports while proactively identifying and resolving discrepancies.

Mac Tech II

- Nov 2018 - Jan 2022
- Ibex | Bend, OR*
- Maintained quality standards by reviewing junior technicians calls then providing feedback and support.
 - Optimized technical support workflows significantly reducing resolution times and improving overall customer satisfaction.
 - Mentored junior technicians fostering a culture of continuous learning