

ROBERT LOVE

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"Adaptable Professional with a Proven Record in Strategic Planning, Data Analysis, and Project Management"

Experienced professional adept at analytical roles, specializing in developing reports, managing capital projects, overseeing purchasing orders, and effectively delegating tasks within the public sector. With extensive experience in diverse sectors including logistics, warehousing, and Information Technology, there exists a proven track record of driving process improvements and enhancing customer experience in alignment with public sector priorities. Proficient in resolving conflicts, handling administrative tasks, and drafting correspondence, the utilization of scheduling software to streamline operations efficiently is a consistent practice. Familiarity with stakeholder management, report development, and leveraging analytics tools for business insights and financial planning underscores the commitment to delivering impactful results within public sector organizations. Proficiency in exploratory data analysis, enhances the ability to contribute to organizational objectives, ensuring strategic decisions are well-informed and aligned with overarching goals.

CORE EXPERTISE

Strategic Planning and Execution | Data Analysis | Project Lifecycle Oversight | Risk Management | Stakeholder Communication | Office Operations Management | Administrative Leadership | Administrative Support | Policy Development and Implementation | Budget Management | Business Requirement Analysis | Calendar Management | Process Optimization | Stakeholder Management | Requirements Documentation

TECHNICAL SKILLS

AWS and Azure Cloud Services, SQL, Customer Support, User Training/Support, Excel

CAREER HIGHLIGHTS

- Spearheaded the development of a robust billing system, replacing a paper-based process with a streamlined online submission platform for 17,000 monthly bills and significantly enhancing overall operational efficiency and effectiveness.
- Implemented agile methodologies by conducting training, daily stand-up meetings, and retrospective sessions, resulting in shortened release cycles, reduced instances of bugs, and the creation of documentation to enhance overall operation.
- Advanced from business analyst, fostering accountability, optimizing code releases, and streamlining processes for a positive cultural impact, while contributing insights to plan new applications, manage clients, and allocate resources strategically.

PROFESSIONAL EXPERIENCE

State of Ohio Public Defender's Office – Columbus, Ohio

January 2020 – Present

Business Process Analyst

- Collaborate seamlessly with the team lead and peers to meticulously craft and strategically schedule content for site pages, aligning with agency priorities, director/agency initiatives, new releases, and current events.
- Initiate the creation of user stories and envision process flows, strategically steering the design and development phases of the client management system (OPD Online) for optimal efficiency and functionality.
- Formulate a comprehensive roadmap outlining short and long-term initiatives, skillfully managing prioritization and diligently overseeing the execution of tasks to achieve objectives through streamlined and cost-efficient processes.

State of Ohio Public Defender's Office – Columbus, Ohio

August 2018 – January 2020

Information Technologist I

- Led IT operations, aiding the IT Supervisor in analyzing user needs, assessing feasibility, and establishing software (e.g., Windows 10), hardware, peripheral equipment, maintenance, application interfaces, and memory storage requirements.
- Showcased expertise in server-side Windows device management, incorporating Windows Active Directory, Group Policy, configuration management/remote software (SCCM), and Microsoft Office 365 in the day-to-day operational context.
- Managed highly sensitive data effectively, addressing HIPAA compliance, ongoing criminal investigations, and Personally Identifiable Information (PII), consistently maintaining a professional approach and ensuring data integrity.

State of Ohio Public Defender's Office – Columbus, Ohio

April 2014 – August 2018

Office Professional II

- Assumed a pivotal role as the department's frontline authority, orchestrating the swift resolution of intricate IT issues, adeptly handling challenges related to both hardware and software with precision and efficiency.

- Led executive support for a dynamic team of 15+ accomplished attorneys, ensuring workflow and optimal productivity.
- Orchestrated the precise and timely delivery of highly crucial and sensitive legal documents to diverse court systems across Ohio, contributing to a streamlined and secure legal process

EDUCATION AND PROFESSIONAL DEVELOPMENT

MBA - Ohio Dominican University, Columbus, Ohio – May 2020

Bachelor of Science in Business Administration – Ohio Dominican University, Columbus, Ohio – May 2018

Tableau Desktop Part – New Horizons – 2023

Agile Project Management Methodologies – New Horizon – 2023

Power BI Data Analysis – New Horizons – 2023

Microsoft Azure Fundamentals - Microsoft – 2022

SQL Querying – Fundamentals of Querying – New Horizon – 2022

Writing Reports with Report Builder and SSRS Level 2 – New Horizon – 2021

Writing Reports with Report Builder and SSRS Level – New Horizon – 2021

Introduction to SQL Databases – New Horizon – 2021

ITIL Foundations – The Computer Workshop – 2019