# ROBERT
# SHULTZ

Administrative
Systems Trainer

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## PROFILE

**Summary:** I have been a technology liaison for over 20 years. Using the time tested framework of analysis, design, develop, implementation and evaluation, I can produce a business needs analysis. From this analysis, I have the skill set to convert it into an analytical dashboards, excellent written documentation, training, or support.

## EXPERTISE

- Analyze business requirements as part of training project management

- Collaborate with stakeholders to design solutions that address pain points

- Improve department performance

## ACCOMPLISHMENTS & EXPERIENCE

### Administrative Systems Trainer

The University of Akron, Akron, Ohio | October 2017 – present

- Training coordinator for Workday implementation.

- Deliver content and end-user support remotely via Teams or Zoom meeting platforms.

- Developed and maintained PowerBI dashboard to track LinkedIn Learning subscription service usage.

- Led team to develop Microsoft Flow that converted College of Business Qualtrics surveys to Microsoft Forms and Flow. Data flow was survey (Microsoft Forms) > Flow > Sharepoint online.

- Works across all departments to develop and deliver content for any administrative system.

- Is hands-on and collaborates with development teams and stakeholders to produce high standard eLearning content and blended solutions.

- Develops first-hand experience with the appropriate subject matter (processes, systems or products).

- Determines the proper blend of learning solutions that reinforce hands-on application of the tools, enhances learning transfer, and engages learners.

- Assesses, develops and implements innovative learning solutions that enables the business to meet strategic initiatives and future growth.

- Utilizes project management skills to define and meet project milestones, communicates issues and risks in a timely manner, and manages customer expectations.

- Manages projects and processes in an entrepreneurial environment requiring strong multi-tasking abilities.

- Ensures delivery timeline meets business expectations.

- Partners with stakeholders and provides timely, meaningful and accurate reporting on individual and business performance.

## EDUCATION

**M.S.** Teaching and Training Technical Professionals - The University of Akron

**B.A.** Accounting & Financial Management - Hiram College

**A.A.B.** Microcomputer Applications Programming - Stark State College

## ENDORSEMENTS

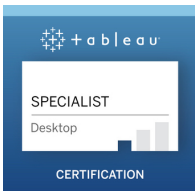Lean Six Sigma Black Belt (Project pending)

Microsoft Office 2003 Specialist & Master Instructor

Microsoft Certified Professional (ID# 2534720) – Visual Basic Desktop (Exam 70-176)

Tableau Desktop Specialist

Verify

Tableau Analyst

Verify

## Data Analyst, Performance Excellence

Cleveland Clinic Akron General, Akron, Ohio | Mar. 2015-Oct. 2017

- Maintains data by troubleshooting and writing SQL against financial and operational databases. Maintains Access front-ends to same SQL databases.

- Performs data visualization using SQL to extract data from enterprise databases. Uses advanced Excel skills (Pivots, Lookups, Match and Index functions, VBA programming automation) to develop or automate worksheets that connect people to data.

- Completes development tasks that demonstrate ability to conceptualize new frameworks, identify and organize steps, and then think-it-through end-to-end, before starting a task.

- Develops and completes short and long-term Projects. For example, develops and maintains Excel pivot tables and pivot-charts workbook of nursing unit analysis against an Access 4-million record database. Those tasks include collect and compile the data from nursing units, perform data extraction, clean and transformations. Develop all reporting for the initiative, including 33 macro updated pivot charts.

## Web Developer II

Progressive Insurance, Wickliffe, Ohio | Sep. 2014-Mar. 2015

- Wrote macro-enabled (Visual Basic for Applications) Excel workbooks to generate dashboards and reports for Claims Training Services
- Developed Sharepoint sites to replace Lotus Notes applications

## Administrative Systems Trainer

The University of Akron, Akron, Ohio | 2006-Sep. 2014

- Had the highest training production (2009 - 2014) in the department.
- Wrote Outlook/Excel macro application that emails student statements. The application saved a university CPA approximately 20 hours a month performing the task by hand.

## VISUALIZATION, DATA - & - TRAINING

### Visualization

- Tableau: Developed or converted reports during AGHS merger with the Cleveland Clinic
- Excel: pivot tables, sophisticated formulas, vlookup, index & match, macros (VBA automation)

### Data Developer Tools

- SQL Server Studio: troubleshooting and standard data maintenance queries
- Access: create all joins, union queries, action queries, write user defined functions, and create front-ends to SQL server database
- Visual Basic for Applications: If we can click it, I can code it

### Training Technologies

- Online interaction and publishing: Articulate Storyline, Captivate, Brightspace LMS, LinkedIn Learning platform
- Audio: Any Digital Audio Workstation for recording and post production processing; I use Reaper
- Document Composition: Affinity Publisher or InDesign
- Graphics creation and edit: Affinity Photo and Affinity Designer or Photoshop and Illustrator