

RAYMOND AUSTIN ROBINSON

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PROFESSIONAL SUMMARY

Recent Analytics graduate transitioning into roles focused on data communication and community development. Skilled in Python, R, SQL, and GIS tools, with hands-on experience translating complex data into clear, actionable insights. Combines technical analytics training with real world problem solving, stakeholder relations, and cross-team coordination to deliver impactful, community research. Brings recent experience as a workers' compensation adjuster, evaluating claims and coordinating among stakeholders to resolve disputes and ensure fair outcomes while building strong communication, situational judgment, and data-driven decision making. Born and raised in Memphis, TN with a passion to offer my skills to enhance economic opportunities for the community.

KEY SKILLS

Data-driven decision making | Stakeholder communication | Cross-party coordination | Risk management | Attention to detail

TECHNICAL SKILLS

Tableau | SQL | Python | R | Microsoft Office | ArcGIS | CRM/relational databases | Geopandas | Shopify | Netsuite | Shipstation

WORK EXPERIENCE

Claim Specialist | MEMIC | Portland, ME

July 2024 – Feb 2026

As a Claims Specialist at MEMIC, I evaluated workers' compensation injury claims to determine appropriate payouts based on analysis of medical evidence, legal compliance, and risk management considerations. Coordinated with injured workers, employers, medical providers, and attorneys to resolve disputes and ensure fair, timely outcomes, applying clear communication, sound judgment, and accurate decision-making across a high-volume caseload of claims.

- Evaluated and adjudicated workers' compensation claims by analyzing medical records, policy terms, and legal requirements to determine fair and compliant payout decisions.
- Coordinated among injured workers, employers, medical providers, and legal counsel to resolve disputes effectively; balancing risk management with timely, equitable outcomes.

Customer Support Guide | NEMO Equipment | Dover, NH

June 2022 – June 2024

As a Customer Support Guide at NEMO Equipment, I provided customer service for outdoor gear products, including order processing, international shipping coordination, and equipment repair troubleshooting. Managed customer inquiries and resolved product issues to support a positive purchasing and ownership experience. This role required strong product knowledge, sales support skills, and the ability to manage logistics across high order volumes and international shipments.

- Resolved customer inquiries and product issues for outdoor equipment, providing technical troubleshooting and repair guidance to maintain customer satisfaction.
- Managed order processing and international shipping logistics, coordinating cross-functionally to ensure accurate, timely fulfillment across a growing customer base.

EDUCATION

GRADUATE | Analytics | Northeastern University

July 2024 – Dec 2025

Completed coursework spanning statistical foundations, database management, big data analysis, and applied leadership in analytics. Projects included financial fraud detection analysis using transaction-level data, as well as a relational database system from the ground up for a simulated business case. Led centrality mapping and geographic visualization for a Capstone project with MRBLA, analyzing community dynamics and infrastructure features across Maine to generate research-backed insights for community development data in Maine.

UNDERGRADUATE | Ecology and Evolutionary Biology | University of Tennessee-Knoxville

Aug 2018 – May 2022

Earned a Bachelor's degree in Ecology and Evolutionary Biology with a minor in Business Analytics at the University of Tennessee-Knoxville. This dual focus combined hands-on ecological research with applied business mathematics and quantitative coursework. Served as an Herbarium Technician, digitizing and reorganizing specimen records to support the GLOBAL thematic collections network, strengthening data documentation and attention-to-detail skills. Completed a minor in Business Analytics alongside the core biology curriculum, building applied skills in business-related mathematics and quantitative analysis.