

Stephen P. Bishop

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EDUCATION

University of Miami, Coral Gables, FL

Bachelor of Science in Business Administration, May 2015

Major in Management Science, Minors in Physics & Mathematics

Cumulative GPA: 3.48

UNIVERSITY ACTIVITIES

- Events Coordinator & Judicial Board Member, Phi Delta Theta fraternity
- Treasurer and founding member of Crowdfunding Club at the University of Miami

EXPERIENCE

The Savitz Organization Inc., Philadelphia, PA

Summer Intern, June 2010 - August 2014 (summers)

- Developed and launched an automated tool using Microsoft Excel/VBA to capture internal time entries from a data warehouse and report expenses each month by line of business (5) and by client within each business line
- Developed multi-project workflow plans and managed a team of seven (7) employees on workflow input, output and adherence to project timelines and deliverables
- Created a daily forecasting model utilizing four (4) years of internal call center data to identify call thresholds and install operational metrics reporting for the Benefit Outsourcing Service Center
- Utilized Linear Regression Analysis to model the relationship between incoming calls, service center representatives in the office and customer hold times in order to optimize staffing levels in the Service Center and improve the pricing model for client contracts
- Created flowcharts with Microsoft Visio and developed standardized processes as a member of a team tasked with identifying process efficiencies for improving workflow and data entry results

PROJECTS

University of Miami Management Science Dept., Coral Gables, FL

Simulation & Optimization Directed Study, January 2015 – April 2015

- Built a simulation model to develop an optimal pricing strategy and business model for city parking garages using ARENA Process Simulation Software, Microsoft Excel, and R

AAR Corp., Miami, FL (as part of a course at the University of Miami)

Simulation Project, August 2014 – December 2014

- Modeled and simulated the process for handling, sorting, and distributing incoming airplane parts in order to minimize costs and suggest process improvements using ARENA

University of Miami Management Science Dept., Coral Gables, FL

Research Assistant, January 2013 - April 2013

- Researched, identified and cleaned Manhattan real estate transaction data from New York City Dept. of Finance with information relevant to our hypothesis
- Performed Regression techniques in R to identify variables with a relationship to property value

TECHNICAL SKILLS

- Data mining, analysis, and visualization in R and Python with various Statistical & Machine Learning techniques
- Creating macros in Excel utilizing Microsoft Visual Basic for Applications (VBA)
- Java Object-Oriented Programming (and basic C++)
- ARENA Process Simulation Software and Microsoft Visio
- SQL relational database analysis and querying in PostgreSQL
- Interactive data visualization and dashboard reporting with Tableau Data Visualization Software

Willing to Relocate