

KEVIN DAVIS

Current Address

**4016 Falls Rd
Baltimore MD, 21202**

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Summary: Results-driven professional with expertise in accounts receivable, revenue reporting, and data analysis. Proven track record in improving system efficiency and delivering insights to executive leadership.

The Agora Companies (Previously TCC, LLC.)

Data Analytics and Billing Manager

January 2020 – March 2025

- Oversaw accounts receivable process, ensuring accurate and timely billing to 10+ clients each month.
- Provided monthly revenue summaries and projections to executive team with trend analysis.
- Assisted HR in processing of accurate and confidential payroll and incentives for 50+ employees.
- Frequently utilized phone system and customer relationship software in creating, analyzing and delivering reporting to executive level stakeholders on weekly and monthly basis.
- Managed data analysis utilizing SQL and Excel to perform queries within Snowflake and MySQL to extract and analyze data effectively.

External Systems Manager

December 2017 – January 2020

- Oversaw the company's interaction with CRM and related reporting systems, ensuring seamless integration and efficient operation of operational systems.
- Managed support tickets in JIRA, including setting up call center agents, developing new E-Mail templates, and troubleshooting user issues.
- Collaborated directly with cross-functional groups at the Agora Companies to ensure TCC stays current on new information and system updates.

Business Analyst

May 2017 – December 2017

- Partnered with the operations team and President to evaluate business strategies, identifying strengths and areas of improvement to optimize performance.
- Conducted client visits to assess their business structure and evaluate the feasibility of managing their call center needs, offering tailored solutions.
- Led updates to existing client contracts and presented revisions to key stakeholders for approval.

Client Services Liaison

November 2013 – May 2017

- Acted as a liaison between clients and internal teams, communicating new information to agents and providing clients with relevant updates and recurring reports.
- Coordinated with Quality Assurance, Training, and Supervisory teams to monitor and maintain service quality standards.

Customer Service Representative

September 2012 – November 2013

- Managed inbound calls, emails, and chat inquiries from customers, delivering exceptional service in both customer support and sales environments.

EDUCATION:

University of Maryland, Baltimore County

Baltimore, Maryland

Bachelor of Arts (B.A.) Health Care Administration, Policy, and Procedure