

# KEVIN DAVIS

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## Professional Summary

Results-driven professional with 10+ years' experience in data analysis, billing, and operations management. Skilled at process improvement, reporting, and independent project execution. Recently developed technical and small-business operations skills through entrepreneurship and self-directed programming projects.

## Professional Experience

### Independent Contractor / Self-Employed

#### **Entrepreneur & Independent Operator | Apr 2025 – Present**

- Founded The Avant Garden Farm LLC, handling business formation, market research, and operational planning for a spring 2026 weekend farmers market launch.
- Operated as a professional Uber Driver, maintaining top-rated service while managing scheduling, finances, and client interactions independently.
- Oversaw day-to-day self-employment operations including budgeting, record-keeping, logistics, and customer communication.

### **The Agora Companies (Previously TCC, LLC.)**

#### **Data Analytics & Billing Manager | Jan 2020 – Mar 2025**

- Managed accounts receivable and monthly billing for 10+ clients; ensured accuracy and timely collections.
- Produced revenue summaries, projections, and trend analyses for executive leadership.
- Automated recurring reports and queries using SQL, Snowflake, MySQL, and Excel to support decision-making.
- Assisted HR with payroll and incentive processing for 50+ employees.

#### **External Systems Manager | Dec 2017 – Jan 2020**

- Managed CRM and integration points to maintain reliable data flow across operational systems.
- Administered JIRA support tickets, configured call center agent setups, and developed email templates.

#### **Business Analyst | May 2017 – Dec 2017**

- Collaborated with operations and leadership to evaluate strategy and identify process improvements.
- Conducted client assessments and led contract updates to align services with client needs.

#### **Client Services Liaison | Nov 2013 – May 2017**

- Acted as liaison between clients and internal teams; delivered recurring reports and status updates.
- Coordinated with QA, Training, and Supervisory teams to maintain service quality.

#### **Customer Service Representative | Sep 2012 – Nov 2013**

- Handled inbound customer inquiries via phone, email, and chat; met and exceeded performance targets.

## Education

University of Maryland, Baltimore County (UMBC) — B.A., Health Care Administration, Policy & Procedure

## Technical Skills

Excel, Power BI, Python (Pandas, Requests), JIRA, ADP, SQL, CRM systems, data cleaning, process automation

## Entrepreneurial & Independent Projects

- Sports data analysis tools: built Python scripts for data collection, cleaning, and reporting.
- The Avant Garden Farm: operations roadmap, branding, and market planning for sustainable microgreens venture.