

Robert Max Rautenkranz

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WORK EXPERIENCE

National Assemblers

Remote

Director of In-Home Operations

February 2020 - Present

- Developed and spearheaded a comprehensive business plan to launch an In-Home Services line of business, resulting in annual revenue generation of over \$7M.
- Implemented Urbantz, a last mile logistics SaaS, to optimize routing and automate scheduling, resulting in a 25% reduction in scheduling errors and a 15% increase in overall productivity.
- Designed and implemented a customized AirTable CRM system with automated workflows and messaging, resulting in an increase in team productivity and limited additions to overhead.
- Built and maintained comprehensive operating KPI dashboards in Excel and Airtable, providing real-time visibility into service lead time, first-time customer success rate, and technician ratings.
- Increased the first-time resolution rate for services by 15% by establishing standardized training programs that utilized gamified content apps and hands-on learning seminars.
- Generated an increase in B2C sales by initiating and consulting on the development of a new sales funnel and company website.

National Assemblers

Boynton Beach, FL

Business Analyst

May 2017 – February 2020

- Aided in acquiring additional stores during contract negotiations by utilizing Python to create compelling visuals that mapped our technicians against their locations.
- Conducted in-depth analysis of sales and performance data to identify key trends and patterns, which were used to generate regional sales forecasts with an average accuracy rate of 95%.
- Reduced turnover rate by 5% by instituting a regional manpower planning system which emphasized technician coordination based on quantitative reasoning and leveraging scheduled time off.

Projects

Capswan

UX Designer

- Leveraged Figma and interactive prototypes to redesign the UX for a complicated and critical feature that is core to product monetization.

The Distillery

Co-Founder

- Founded a tool that curates a user-specific newsfeed, resulting in a significant reduction in time spent searching for cryptocurrency and NFT information.

EDUCATION

University of Florida

Gainesville, FL

Bachelor of Science, Biomedical Engineering

April 2017

- Dean's List: 2013/2014/2016, G.R.i.P (Customized 3D Printed Prosthetics for Children), Undergraduate Research in Surfactants, RecSports Flag Football Referee, J.M. Rubin Scholar

SKILLS & INTERESTS

Skills: Excel | Etherscan | SQL | Python | Airtable | Netsuite | Figma | Dune Analytics | G Suite | MS Office | Asana

Interests: Cryptocurrency, Golfing, Working Out, College Football