CarlosVasquez

Data Analytics

📍 California

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in carlos-vasquez-11097972

About me ────────

Completed the Data Analytics Certificate, a rigourous hands on program that covers the entire scope of the data analysis process. Versatile individual with experience collecting, transforming, and organizing data for analysis to help make informed decisions. Excellent understanding and profieciency of platforms for effective data analysis, including SQL, Spreadsheets, Tableau, and R. Strong communication, organizational, and analytical skils.

Skills

- Data analysis
- Data cleaning
- Data visualization
- Data-driven decision making
- R programming/Tidyverse
- Calculation and analysis in spreadsheets, SQL, and R
- Tableau
- Microsoft Office suite applications, including Excel, Word, and PowerPoint
- Ability to work autonomously
- Presentation skills
- Fluent in English and Spanish

Work History

2015-2021 Amazon-OAK4   Tracy, CA
Fulfillment Center Associate-Tier1

- Have clear and concise communication when conducting safety training presentations for newly hired Day 1 associates or veteran associates
- Investigate and communicate with managers about the best way to implement and carry out support training for pack and sort associates to increase work productivity
- Ensure customer expectations of two day shipping were met by investigating and solving customer packages shipment defects
- Actively investigate and solve barriers preventing maximum work output by associates to become the #1 AFE department in the network
- Build rapports, listen, clarify and manage conversational flow with newly hired Day 1 associates by using positive language to effectively carry out their onsite training
- Conduct surveys to collect data from peers to better improve safety practices in the workplace

2014-2015 AutoZone   Fresno, CA
Commercial/Retail Associate

- Communicate with store and commercial managers regarding customer concerns
- Drive sales through superior customer service by exceeding customer expectations and providing a WOW! Customer Service experience
- Provide honest and trustworthy advice to customers regarding the best products that fit the customers' expectations
- Maintain store appearance and merchandising standards as directed

Education

2021   Google Data Analytics Certificate   Online
Coursera-Google

2014   B.A. Sociology   Fresno, CA
California State University, Fresno

2014   B.S. Criminology   Fresno, CA
California State University, Fresno