Tykeria Garner

Mound Bayou, MS | 662-774-9513 | tykeria.garner@gmail.com |linkedin.com/in/tykeria-garner | Portfolio

Data Analyst with 5+ years experience in Customer Service and currently completing Google Data Analytics Certificate. Experienced in data analytics, data visualization, report generation, project management with expertise in Sheets and Excel. Seeking a data analytics role with opportunities for growth, management, and collaboration within a dynamic team.

RELEVANT SKILLS & EXPERTISE

Tools/Languages: Spreadsheets, SQL (BigQuery & add addt'l SQL servers, if relevant (MySQL, MSSQL, etc.)), Tableau, R (RStudio)
Data Management: Data Collection, Data Cleaning, Data Structures, Data Analysis, Data Visualization, Data Ethics
Software Platforms: Microsoft 365 Suite, Google Workspace, Slack, Zoom, Kaggle, Loom, Canva, Coursera
Strengths: Problem-Solving, Collaboration, Attention to Detail, Project Management

DATA ANALYSIS PROJECTS

Case Study Project [Bike Share Study] **08/2026**

- Cleaned and analyzed a dataset on [subject of your choice - e.g. COVID statistics] in [tool of your choice - e.g. BigQuery, MySQL, MSSQL], creating views with data subsets to analyze [specific variables - e.g. growth/change over time, differences across regions/countries, etc.]
- Imported views to [Microsoft Excel/Google Sheets] to clean and format data for use in visualizations
- Created various visuals in [tool of your choice - e.g. Tableau, Power BI, Excel], including [bar charts, line graphs, and a map chart/other visuals], to display data conclusions, then compiled them into an interactive dashboard

BigQuery Data Exploration Project [Bigquery] • *BigQuery Public Datasets* **07/2026**

- Imported 12 Excel datasheets with millions of entries into R, then used tidyr package to clean the datasets and prepare them for analysis
- Joined all of the datasets together, created subsets of the data, and converted each attribute to the proper data type before performing analysis to find differences between members and casual customers
- Developed visuals using the ggplot2 package to display the analysis results and provide meaningful conclusions for stakeholders to implement

PROFESSIONAL EXPERIENCE

Agent Specialist • *The Midtown Group (Remote)* **11/2024 - 11/2025**

- Managed and reviewed high volumes of customer information, applying strong attention to detail and compliance standards to maintain accuracy across **80+ customer records**, **ensuring data integrity and reducing processing errors**.
- Investigated and resolved 150+ monthly customer inquiries by conducting deep account audits and documenting solutions, leveraging critical problem-solving skills to boost issue resolution speed by 25%.
- Executed rigorous verification and quality control protocols across 500+ customer records, utilizing keen attention to detail to achieve a 99.8% documentation accuracy rate for strict regulatory compliance.
- Collaborated cross-functionally with team members and supervisors using targeted communication skills to streamline case escalations, helping the department surpass quarterly service quality targets by 15%.
- Evaluated high-complexity customer cases under tight deadlines, applying analytical decision-making to deliver optimal solutions that increased first-contact resolution rates by 20%.

Cashier • *Double Quick, Cleveland, MS* **10/2023 - 06/2024**

- Executed 150+ daily high-volume customer transactions using precise point-of-sale operations and active listening skills, reducing average checkout times by 15% while boosting customer satisfaction ratings.
- Balanced and reconciled $3,000+ daily cash drawers with zero variance using systematic analytical auditing skills, delivering accurate financial reporting and total end-of-shift accountability.
- De-escalated and resolved 20+ daily customer inquiries and billing disputes by applying strategic problem-solving and interpersonal communication, driving a 20% increase in repeat store visits.
- Managed transaction logs and real-time inventory tracking utilizing meticulous data entry and organizational skills, cutting register discrepancy errors by 25% and streamlining restocking processes.
- Multitasked across register management, inventory restocking, and customer inquiries in a high-volume setting using adaptive time-management skills, achieving a 99% accuracy rate across all concurrent tasks.

EDUCATION, CERTIFICATES, & CERTIFICATIONS

Google Data Analytics Certificate • *Merit America, Virtual* **09/2026**

- Cultivated skills in the **collection**, **transformation**, **organization,** and **visualization** of data in order to draw conclusions, make predictions, and drive informed decision-making

- Completed **hands-on labs** and a **capstone project** (case study) to master the art and science of asking questions, preparing, processing, analyzing, visualizing, and acting on data as encountered in real-world scenarios
- Collaborated with training cohort to gain proficiency in team-based **project management**, **task prioritization**, **problem-solving**, and frequent use of **Google Workspace** tools