Christopher Lockett II

Junior Data Analyst

Dallas, TX

Portfolio Website Chris-Lockett.github.io

QUALIFICATION SUMMARY

Junior data analyst with a passion for transforming data into actionable insights. Proficient in MySQL, Excel, and Tableau, with experience in data analysis and visualization. A data-driven organization is the ideal environment for me to utilize my skills and experience to make an impact.

KEY SKILLS

✓ Excel/Spreadsheet	✓ MySQL	✓ Tableau
✓ Data Analytics	✓ Data Analysis	✓ Data Cleaning

PROFESSIONAL EXPERIENCE

Accountant II   08/20 - Current

City of Irving   Irving, TX

Process invoices for multiple departments and enter utility bills for the City of Irving, as well as handle travel requests for the city council and other departments.

- Distribute payments to vendors, monitoring discount opportunities and resolving discrepancies in purchase orders, invoices and payments.
- Processed 1000+ invoices per month with 99.9% accuracy.
- Reconciled monthly statements and transactions to keep records accurate and current.
- Enter invoice details into Munis by using accounts payable 3-way matching process.
- Administered unparalleled customer service to both internal and external customer.
- Provide information and explanations to external partners and auditors as requested.
- Played a key role in maintaining less than 5% outstanding receivables over 60 days.

Customer Service Rep   08/17 - Promotion

City of Irving   Irving, TX

With over 10 years of experience in a fast-paced environment, I'm an experienced Senior Customer Service Representative. Highly detailed, friendly, and focused on customer satisfaction.

- Handled 200+ payments per day with 99.9% accuracy .
- Maintained Friendly and positive attitude at all times, even with unhappy and unruly customers.
- Answered and directed 40+ calls daily with goal of helping customer precess payments.
- Trained 5 employees using Tyler Cashiering (Customer Service Software).
- Processed new customer accounts, maintaining customer accounts, implementing changes to existing accounts and filing documents and other paperwork.
- Balanced cash drawer and credit card GL ledger at the end of each day.

CERTIFICATIONS

Coursera

Google Data Analytics Certificate   10/2022