

# NIYAZI DALEY

Data Analyst

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## Experience

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### Sutherland

Kingsland Mandeville, Manchester

#### Customer Service Agent

08/2022 - 02/2023

- Provided first-line HR support to Amazon employees across multiple locations, addressing inquiries related to payroll, benefits, leave policies, attendance, and general HR policies.
- Assisted employees with troubleshooting issues in HR platforms and systems, ensuring seamless resolution of technical and procedural concerns.
- Accurately documented and tracked all employee interactions, ensuring timely follow-ups and escalations to specialized teams when necessary.
- Delivered exceptional customer service by handling high volumes of calls, chats, and emails while maintaining professionalism and adhering to quality standards.
- Educated employees on company policies and benefits programs, ensuring clarity and compliance with Amazon's HR guidelines.
- Maintained strict confidentiality while handling sensitive employee information in alignment with company and data protection regulations.
- Worked collaboratively with HR specialists and team leads to improve service delivery and identify opportunities for process improvements.
- Recognized as **Top Agent** for January-February, consistently exceeding performance metrics, including call resolution time, customer satisfaction scores, and compliance targets. Played a pivotal role in improving team performance by sharing best practices and mentoring new hires. Developed a strong understanding of Amazon's internal HR systems and processes, enabling faster and more effective issue resolution.

### Lashings Boutique Hotel

Treasure Beach, St. Elizabeth

#### Pizza Chef

05/2022 - 08/2022

- Prepared and cooked high-quality pizzas, including traditional, gourmet, and custom orders, in a fast-paced kitchen environment.
- Handled all aspects of pizza-making, including dough preparation, stretching, topping selection, and baking, ensuring consistency and adherence to recipes.
- Monitored kitchen operations, including oven temperature and cooking times, to deliver perfectly cooked pizzas with optimal texture and flavor.
- Maintained a clean and organized workstation, adhering to food safety and sanitation standards.
- Collaborated with kitchen staff to ensure smooth operations during busy service periods, efficiently managing orders and prioritizing tasks. • Assisted in inventory management by tracking ingredients and supplies, minimizing waste, and ensuring freshness. Provided exceptional customer service by accommodating special requests and dietary preferences.
- Consistently received positive feedback from customers and management for quality and presentation of pizzas. Trained new team members on pizza preparation techniques and kitchen protocols, contributing to team growth and efficiency. Improved kitchen efficiency by implementing time-saving processes for ingredient prep and inventory tracking.

### Racquel's Boutique

Christiana, Manchester

#### Store Clerk

06/2021 - 06/2022

- Greeted customers as they entered the store and provided friendly, knowledgeable service to enhance the shopping experience.
- Assisted customers in locating products, answering questions, and offering recommendations based on their needs.
- Operated the cash register, processed transactions, and handled cash, credit, and debit card payments with accuracy.
- Managed stock levels by replenishing shelves, organizing inventory, and ensuring proper labeling and signage.
- Ensured the store was clean, organized, and well-maintained, following company standards for product displays and store layout.
- Assisted with product returns and exchanges, handling customer concerns and resolving issues promptly.
- Collaborated with team members to achieve sales targets, promote store promotions, and ensure high standards of customer service. Processed shipments, received inventory, and helped with stock organization and stocktaking duties.
- Consistently met or exceeded daily sales goals, contributing to the store's overall performance. Developed expertise in product knowledge, enhancing the ability to upsell and improve customer satisfaction. Played an integral role in store inventory management, reducing stock discrepancies and improving stock accuracy.

## Education

Knox College High School	09/2015
8 CSEC Passes	07/2021
Heart Trust NTA/Amber Academy	
Data Analytics	07/2023
	07/2024

### Key Achievements

Your Achievement	
English Language (1)	
Mathematics (1)	
Biology (1)	
Chemistry (1)	
Information Technology (2)	
English Literature (2)	
Spanish (3)	
Physics (3)	

### Skills

Data Analytics and Interpretation Expertise in analyzing complex datasets and providing actionable insights.

Data Visualization Proficient in tools like Tableau, Power BI to create visual reports.

Database Management Experience with SQL databases (MySQL, PostgreSQL) and querying large datasets.

Advanced Excel Expert in pivot tables, advanced formulas, and data analysis functions.

Problem-Solving Strong analytical and critical thinking to derive solutions from complex data.

Communication Ability to convey technical finding to both technical and non-technical parties

## Certification

Enhance Job Readiness (NCTVET) Certification (June 2023–June 2024)

Certificate of Participation – Technology Advancement Program III, Data Analytics (NCTVET)

## Projects

### Data Visualization Portfolio

Ridgemount, Manchester  
2023 - 2024

Summary:

- Created a portfolio of data visualization projects showcasing insights into various datasets
- Used tools like Matplotlib and Seaborn to create interactive and informative visualizations
- Topics include exploratory analysis of global travel booking
- Trends analysis of various CRM systems, and visualization of market trends