# Shanikwa Haynes

Data Analyst

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| [Tableau Portfolio](Tableau Portfolio) | [SQL Portfolio](SQL Portfolio)

**SQL, Tableau, Data Analytics, Data Visualization, Pivot Tables, Excel, PostgreSQL**

## PROFESSIONAL SUMMARY

With a background in criminal justice as a security officer and expertise in qualitative and quantitative research, I excel in extracting actionable insights from data for diverse stakeholders. My adeptness at communicating complex ideas to non-technical audiences enhances my effectiveness in conveying crucial information to supervisors and organizational leaders. This blend of skills is invaluable in roles where data analysis meets effective communication in criminal justice settings.

## EDUCATION

**Western Governors University** — Bachelor of Science in Computer Science, Expected October 2026  **Dalton State College** —

Bachelor of Science in Criminal Justice, May 2021

## DATA ANALYTICS TRAINING

[Google Data Analytics Professional Certificate](Google Data Analytics Professional Certificate), **Coursera – January 2023**
[Data Analytics Certificate Course](Data Analytics Certificate Course), **Break Into Tech – April 2024**
SQL: Querying and Managing Data, **Khan Academy – April 2024**
The Ultimate MySQL & 100 Days of Code, **Udemy – (In-Progress)** Tableau
Creator, **Tableau – April 2024**

## DATA ANALYTICS & VISUALIZATION PROJECT EXAMPLES

- **Product Revenue Dashboard.** Identified stores with the lowest and highest sales rates, quantified revenue by product, and identified average revenue by account; published a Tableau dashboard to track KPIs.
- **COVID-19 Rates Dashboard.** Quantified COVID-19 vaccination rates over time, by country, and by income group; published a Tableau dashboard to visualize results.
- **Superstore Sales and Profitability Executive Dashboard.** Quantified sales, profitability, profit ratio, and sales per customer. Visualized profit ratio by city on US map. Quantified monthly sales by segment and category over time by profitable vs. unprofitable orders.
- **Telecom Sales Dashboard.** Utilized Excel to analyze sales by contracts of streaming movies that do not stream movies, have no internet service, and do stream movies for average tenure and average monthly charges. Analysis supports recommendations for differences between people on contracts versus month-to-month customers to increase company sales.
- **Chinook Final SQL Project.** Integrated ETL practices to manage and process data related to sales, media type, employee information, countries included in purchases and revenue using SQL queries and data mining techniques.

## WORK EXPERIENCE

**Self-Employed** — Data Analyst, January 2023 - PRESENT

- Developed and executed complex SQL queries to manipulate and analyze data, increasing database efficiency by 25%.
- Utilized SQL for data cleaning and visualization, reducing data processing time by 30%.
- Created dynamic dashboards and reports using Tableau and Excel, enhancing data interpretation for non-technical audiences by 40%.

**Allied Universal** — Security Officer Unarmed, February 2024 – April 2024

- Provided customer service and enforced safety and security procedures, resulting in a 10% decrease in security incidents.
- Responded to incidents and critical situations with a problem-solving approach, maintaining a 100% success rate in conflict resolution.

- Conducted regular and random patrols, ensuring compliance with site-specific policies and contributing to a secure environment.