Tyrell Jones

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EDUCATION

UNIVERSITY OF NORTH CAROLINA AT GREENSBORO   **Greensboro, NC**
Bachelor of Science in Computer Science   **August 2016-May 2022**

SKILLS

- Programming and Development: Java, C++, R programming, JavaScript, HTML, CSS, Prolog, Assembly, Visual Studio, Android Studio, NetBeans, Notepad++
- Data Analysis and Databases: Tableau, Big Query, SQL (MySQL), Data Entry, Data Cleaning
- Technical Skills: Tableau, Data Entry, Data Cleaning, Big Query, R programming, SQL (MySQL), Java, C++, Prolog, Assembly
- Document Processing: Microsoft Office, LaTeX

PROFESSIONAL EXPERIENCE

AMAZON   **Garner, NC**
Fulfillment Center Associate I   **January 2023-Present**

- Proficiently streamline the selection, packing, and shipping of 3,000 orders, ensuring precision and swift fulfillment during a three-day workweek
- Troubleshoot issues using advanced scanning technology, maintaining seamless warehouse operations, and minimizing disruptions in a high-paced environment
- Accurately enter and maintain large volumes of data for products stored in Amazon database systems
- Use Amazon FC Research database tool to investigate and rectify discrepancies in inventory records and physical products

6-TECH SERVICE CENTER (UNCG)   **Greensboro, NC**
Student Analyst   **February 2022-May 2022**

- Ensured the smooth operation of the 6TECH Service Center, Hardware and Software Support, and Service Desk, optimizing the student IT support environment
- Delivered exceptional customer service by promptly responding to client inquiries, troubleshooting services and devices, and providing efficient software installation for fellow students
- Maintained accurate student account information by efficiently updating and deleting records in databases, contributing to data integrity
- Actively participated in team meetings, offering valuable insights and innovative ideas to enhance student IT services and systems
- Leveraged ServiceNow and VOIP technologies to handle and resolve client issues and tickets, showcasing proficiency in incident management, and escalating tickets when necessary to ensure swift issue resolution

DOMINO'S   **Greensboro, NC**
Delivery Driver   **April 2020-March 2021**

- Safeguarded customer data in alignment with corporate procedures, managing over 50 daily calls, and addressing customer concerns while maintaining data security
- Actively listened to customers, swiftly resolved technical problems, and escalated major issues, showcasing a strong customer-centric approach combined with technical acumen
- Utilized Domino's software to maintain customer information in databases, combining data management proficiency with customer service skills

CERTIFICATES

- Certificate of Completion from Google Data Analytics   **2023**