

Tyrell Jones

Cary, NC | tyrellnichjones@gmail.com | (919) 614-1670 | tyrellnj.github.io

EDUCATION

UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

Bachelor of Science in Computer Science

Greensboro, NC

August 2016-May 2022

PROFESSIONAL EXPERIENCE

AMAZON

Garner, NC

Fulfillment Center Associate I

January 2023-Aug 2025

- 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
- Proficiently streamline the selection, packing, and shipping of 3,000 orders

6-TECH SERVICE CENTER (UNCG)

Greensboro, NC

Student Analyst

February 2022-May 2022

- Delivered customer service by promptly responding to client inquiries and troubleshooting devices
- Maintained student account information, updating and deleting records in databases maintaining data integrity
- Participated in team meetings, offering valuable insights and innovative ideas to enhance student IT services
- Leveraged ServiceNow and VOIP technologies to handle and resolve client issues, tickets, and escalating tickets when necessary

DATA ANALYST PROJECTS/PORTFOLIO WEBSITE

Microsoft Excel Project (Movie data set)

- Used VLOOKUP to search and return CPI numbers from a separate sheet in the Excel workbook
- Used SUM formulas to calculate inflation adjusted revenues
- Used IF function to solve DIV#0 errors
- Used Pivot tables and Graphs to summarize revenue changes over time
- Use insights gathered to make data driven decisions

Tableau Project IN PROGRESS (Food expenditures)

- Created data visualizations to summarize food expenditures
- Created a dashboard to utilize filters on data visualizations
- Used data visualizations to determine the impact the of Covid pandemic on food consumption

SKILLS

- Data Analysis and Databases: Microsoft Excel, Tableau, Big Query, SQL, R programming, Python
- Technical Skills: Tableau, Data Entry, Customer service, Microsoft Excel, Microsoft Office