

# Daija Alexander

Data Analyst | Data Worker

Dallas, TX | [daijaalexander12@gmail.com](mailto:daijaalexander12@gmail.com) | (469) 553-4425 | [LinkedIn](#)

## Skills

Data Analysis | Data Entry | Problem Solving | SQL | Tableau | Power BI | Typing | Data Visualization | Communication | Customer Service | Organizational Skills | MS Excel | MS Office | MS PowerPoint

## Projects

[An Exploration of Diet Habits](#) - Explore the relationships a persons choice in diet affects their lifestyle and choices.

[Bike Sales In Excel](#) - Data cleaning and formatting is used to determine trends in bike sales by income, age, region, and commute.

## Experience

### The Home Depot

05/23 - Present

Merchandise Associate

White Rock, TX

- Interacted with over 50 customers daily, delivering exceptional customer service and providing personalized product recommendations tailored to specific preferences and requirements.
- Implements data-driven solutions that resulted in a remarkable 20% increase in upselling opportunities and a notable 15% boost in customer satisfaction scores within the assigned systems.

### The United Postal Service

11/22 - 05/23

Warehouse Associate

Mesquite, TX

- Collaborated closely with a team of warehouse associates to optimize processes, yielding a 25% boost in efficiency and a significant 30% reduction in loading time.
- Leveraged data analysis techniques to enhance truck loading configurations, resulting in a notable 10% increase in load capacity, thus contributing to more efficient logistics.

### Four Girls and a Guy

12/20 - 09/23

Assistant Baker

Seagoville, TX

- Efficiently organized and formatted invoice data, ensuring accuracy in financial records and facilitating cost analysis, resulting in a 10% reduction in ingredient procurement costs while maintaining product quality.
- Utilized data-driven insights to optimize delivery schedules, reducing the delivery time with accurate product delivery to customers.

### Panda Express

06/20 - 05//21

Shift Lead

Seagoville, TX

- Oversaw shifts and schedules ultimately achieving a 15% reduction in labor cost while maintaining top-tier service standards.
- Analyzed sales and collected product data in order to identify trends resulting in a 10% reduction in food cost do to implementing waste-reduction strategies.

## Certifications

Data Analysis, Microsoft and LinkedIn - [Career Essentials](#)

Google Certificate, Coursera - [Introduction to Data Analytics](#)

Google Certificate, Coursera - [Ask Questions to Make Data-Driven Decisions](#)  
Google Certificate, Coursera - [Prepare Data for Exploration](#)

## **Education**

John D. Horn High School

- *Diploma*

08/17-006/21  
Mesquite, TX

Eastfield Community College

- *Dual Credit Program*

08/18-05/20  
Mesquite, TX

Prairie View A&M University

- *Some College*

08/21-05/22  
Prairie View, TX