

# Jessica Tolton

Parkesburg, Pennsylvania | 835-246-7508 | [jessica.tolton925@gmail.com](mailto:jessica.tolton925@gmail.com) | [LinkedIn](#) | [Data Analytics Portfolio](#)

Analytical professional with expertise in business and healthcare operations, bringing 3 years of leadership experience in operations management and a proven ability to transform complex data into meaningful insights that drive strategic decisions. Proficient in SQL, Tableau, and Microsoft Excel, and currently earning the Google Data Analytics Professional Certificate through Merit America. Skilled in data visualization, reporting, and process improvement, I excel at streamlining workflows, enhancing team efficiency, and solving complex challenges under pressure. Known for integrity, curiosity, and a people-centered approach, I seek to leverage my analytical and operational expertise in a data analytics role that values growth, collaboration, and long-term impact

## RELEVANT SKILLS & EXPERTISE

**Tools/Languages:** Spreadsheets, SQL (BigQuery & MySQL) Tableau, R (RStudio)

**Data Management:** Data Collection, Data Cleaning, Data Structures, Data Analysis, Data Visualization, Data Ethics

**Software Platforms:** Microsoft 365 Suite, Google Workspace, Slack, Zoom, Kaggle, Loom

**Strengths:** Problem-Solving, Collaboration, Attention to Detail, Project Management, Strategic Communication

## DATA ANALYSIS PROJECTS

### Create Charts and Dashboards Using Microsoft Excel

10/2025

- Cleaned and analyzed a dataset on sales data in BigQuery, creating views with data subsets to analyze patterns and trends within sales profit by month, sales profit by city and sales profit by category.
  - Imported views to Microsoft Excel to clean and format data for use in visualizations
- Created various visuals in Tableau including bar charts, line graphs, and pie charts to display data conclusions, then compiled them into an interactive dashboard

## PROFESSIONAL EXPERIENCE

### Operations Manager • *Touching Hearts at Home, Downingtown, Pennsylvania*

01/2023 - 06/2025

Oversaw workforce allocation, matching 100+ caregivers to clients based on skills and needs, improving client satisfaction and extending the average length of client contracts

- Served as primary on-call contact, resolving urgent staffing and operational issues within 1 hour on average
- Implemented documentation and process improvements, reducing compliance errors by 15% and enhancing reporting accuracy

### Human Resource Coordinator • *Touching Hearts at Home, Downingtown, Pennsylvania*

11/2021 - 01/2025

- Onboarded and managed payroll setup for 100+ employees, ensuring seamless integration.
- Maintained confidential employee records with zero audit discrepancies.
- Partnered with leadership to streamline HR workflows, cutting administrative delays by 10%

## EDUCATION, CERTIFICATES, & CERTIFICATIONS

**Google Data Analytics Certificate • Merit America, Virtual Expected 12/2025** • Cultivated skills in the collection, transformation, organization, and visualization of data in order to draw conclusions, make predictions, and drive informed decision-making

- Completed hands-on labs and a capstone project (case study) to master the art and science of asking questions, preparing, processing, analyzing, visualizing, and acting on data as encountered in real-world scenarios
- Collaborated with training cohort to gain proficiency in team-based project management, task prioritization, problem solving, and frequent use of Google Workspace tools

**Associate of Science in Early Childhood Development • Kaplan University, Virtual 05/2012** • 60 credits completed; Relevant coursework includes: Observation and assessment, Administration of childcare programs, Diversity and families, Social and Behavioral Science, Cognitive Psychology