

Wilkin Jones

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Education

Bachelor of Science in Data Science
Brigham Young University - Idaho

January 2022 - Present
Idaho, Rexburg, ID

- GPA : 3.7/4.0
- Relevant course work: Statistical Methods/Modeling, Database Design, Data Intuition and Insights

Core Competencies

- Proficient in Excel
- Proficient with MySQL
- Statistical Analysis
- Proficient with PowerBI
- Proficient with Tableau
- Proficient with Python
- Proficient with CAD

Work Experience

Product Delivery and Packaging Specialist
Melaleuca: The Wellness Company

October 2024 - Present
Idaho Falls, ID

- Packed products in an organized manner for shipment, had a picking score of 630 on average
- Inspected final product, weighing packages, and double-checking items counts to keep everything accurate, inspected 60 boxes an hour

Digital Communications Supervisor
Brigham Young University - Idaho

April 2023 - June 2024
Rexburg, ID

- Managed a small team and helping create solutions to increase customer and employee satisfaction, team averaged 90% QR score and a 85% customer satisfaction score
- Utilized collaboration and teamwork in a fast-paced environment, especially while transitioning chat system to an AI-assisted chat system and utilized machine learning for 4 months
- Analyzed data with tools like Microsoft Excel and Power BI, overseeing time and attendance of team, and for some period assisting in machine learning with new AI chat system
- Required critical thinking and creative problem-solving to help answer and solve students' issues, ensuring high customer satisfaction, averaged a 95% customer satisfaction score
- Developed 30+ email templates and help raise overall team's Customer satisfaction scores by 15%

Digital Communications Specialist
Brigham Young University - Idaho

April 2022 - April 2023
Rexburg, ID

- Cooperated with a small team in helping create solutions to increase customer satisfaction, kept a 95% customer satisfaction score
- Required critical thinking and creative problem-solving to help answer and solve students' issues, did around 40 emails an hour and 30 chats an hour

Objective Summary

Hardworking, task-oriented individual with a positive attitude seeking opportunity with a great company

Core Qualifications

- Friendly and Outgoing
- Time Management
- Creative
- Customer Service Oriented
- Team Player
- Full-time Student
- Public Speaking
- Managing and Leading Others