# Eithan Perera

*Retail & Data Analyst Professional*

Queens · NY · US

eithan.perera@email.com | (212) 555-0198 | https://linkedin.com/in/eithanperera

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## Summary

Resourceful retail and customer‑service professional with 12 years of experience managing high‑volume point‑of‑sale environments, inventory control, and data‑entry reporting. Proven ability to translate operational data into actionable insights that improve accuracy, reduce waste, and boost sales. Strong analytical mindset, intermediate Excel/Power BI skills, and foundational knowledge of SQL and Python acquired through self‑study and a pending Google Data Analytics Certificate. Seeking to leverage transferable data‑handling experience into a contract Data Analyst role.

## Experience

### Retail Associate at GreenMart Superstore

01 May 2015 – 30 Apr 2022

Managed daily cash‑handling for a store averaging $45 K in sales; performed end‑of‑day reconciliation with ≤0.2 % variance.

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* Conducted weekly inventory audits using Excel pivot tables; reduced stock‑discrepancy rate from 5 % to 1 % within the first year.
* Developed a simple sales‑trend dashboard (Excel + Power BI) presented to store manager, highlighting top‑selling SKUs and assisting in optimized shelf placement, contributing to a 12 % YoY sales increase (2020).
* Trained new hires on POS operation, inventory scanning, and basic data‑entry procedures.

### Customer Service Representative at TeleTech Solutions

01 Jun 2022 – 31 Mar 2023

Handled an average of 80 inbound calls per day for a financial‑services client, documenting interactions in Salesforce and generating daily performance logs.

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* Analyzed call‑volume data to identify peak‑hour trends; recommended staffing adjustments that decreased average hold time by 15 %.
* Assisted the analytics team by extracting raw call metrics via SQL queries (MySQL) and preparing summary sheets for senior analysts.

### Sales Associate (part‑time) at HealthPlus Pharmacy

01 Jan 2013 – 30 Apr 2015

Provided front‑counter service in a pharmacy‑retail hybrid; processed prescriptions using the pharmacy’s POS system (non‑clinical role).

* Provided front‑counter service in a pharmacy‑retail hybrid; processed prescriptions using the pharmacy’s POS system (non‑clinical role).
* Performed daily sales reconciliation and prepared weekly sales reports for the pharmacy manager using Excel.
* Supported inventory restocking, ensuring compliance with regulated product rotation schedules.

### Store Clerk at Brookside Convenience

01 Jul 2011 – 31 Dec 2012

Executed cash drawer duties, stocked shelves, and performed routine price‑tag updates.

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* Maintained manual inventory logs; entered data into the store’s legacy inventory system.

## Education & Training

### Bachelor of Business Administration (B.B.A.), Business Administration

Queens College, City University of New York

– 01 May 2010

## Skills

Core Competencies

## Languages

### English | – Present

Native speaker

### Sinhala | – Present

Fluent

### Tamil | – Present

Conversational

## Certifications & Credentials

### Google Data Analytics Certificate | 2025-12-01

Coursera

### SQL for Data Science | 2025-06-01

DataCamp

## Projects

### Inventory Accuracy Initiative | – Present

Designed and implemented a quarterly audit spreadsheet that cut inventory errors from 5 % to 1 % (GreenMart, 2018).

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### Sales Dashboard Creation | – Present

Built a weekly KPI dashboard in Excel and Power BI, leading to a 12 % increase in top‑line sales through data‑driven product placement (GreenMart, 2020).

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### Call‑Volume Optimization | – Present

Analyzed call‑center metrics, recommending schedule tweaks that reduced average hold time by 15 % (TeleTech, 2022).

* Call‑Volume Optimization – Analyzed call‑center metrics, recommending schedule tweaks that reduced average hold time by 15 % (TeleTech, 2022).

### Customer Satisfaction Excellence | – Present

Achieved a 95 % positive feedback rating in annual customer satisfaction survey, highest among peers (GreenMart, 2021).

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## Interests

### Urban hiking & photography | – Present

### Chess | – Present

* Club captain
* Local tournaments

### Amateur cooking | – Present

* Exploring data‑driven recipe optimization

## References

### References | – Present