# Jon Conte

*Financial Data Analyst (seeking)*

Frisco · Texas · US

jon.conte@email.com | (555) 321‑9876 | https://linkedin.com/in/jonconte

*Layout style: hybrid*

## Summary

Resource‑driven professional with 12 years of experience in retail operations, customer service, and business support. Proven ability to translate high‑volume transactional data into actionable insights using Excel, basic SQL, and Power BI concepts. Skilled at inventory control, cash handling, and cross‑functional collaboration, with a strong eye for detail and a focus on continuous improvement. Currently enhancing analytical capabilities through a Data‑Analytics Certificate (in progress) and seeking to apply transferable skills to a Financial Data Analyst role within a manufacturing finance environment.

## Experience

### Assistant Store Manager at FreshMart Pharmacy‑Convenience

01 May 2018 – Present

Frisco, TX

Supervised a 12‑person team in a high‑traffic retail space that included a full‑service pharmacy counter (non‑clinical role). Managed daily cash‑handling procedures, reconciling $45K‑$60K in sales per shift with <0.2% variance. Developed weekly sales performance sheets in Excel, integrating POS data and inventory levels; identified a 6% lift in top‑line sales by optimizing product placement. Executed quarterly inventory audits, generating variance reports that reduced stock‑out incidents by 14% and shrinkage by 3% YoY. Collaborated with corporate finance to extract transaction data via Power BI, delivering concise dashboards for senior leadership review. Trained new hires on POS operations, cash‑drawer reconciliation, and basic data entry standards (no formal training leadership).

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### Senior Customer Service Representative at TechGear Retail

01 Jan 2015 – 01 Apr 2018

Dallas, TX

Handled inbound and in‑store customer inquiries for electronics, achieving a 95% satisfaction rating (internal metric). Maintained the department’s sales ledger using Excel; performed month‑end reconciliations and prepared variance summaries for the Finance Analyst team. Assisted the merchandising team by pulling sales trend data from the retailer’s database (SQL‑like query tool) and presenting findings in PowerPoint decks. Recognized with “Employee of the Quarter” (Q3 2017) for exceeding monthly sales targets by 12% and for improving response time on service tickets.

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### Cashier / Inventory Associate at GreenLeaf Grocery

01 Jun 2012 – 01 Dec 2014

Plano, TX

Processed over 150 transactions per shift, maintaining accuracy and speed in a fast‑paced environment. Conducted daily end‑of‑day cash counts and prepared deposit slips; ensured reconciliation within $0.01 tolerance. Participated in weekly stock‑taking, using Excel spreadsheets to log received goods and back‑order status, improving order fulfillment rate by 8%. Provided cross‑training to fellow associates on inventory software (Fishbowl) and basic data entry protocols.

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### Seasonal Sales Associate at Holiday Pop‑Up Stores

01 Nov 2010 – 01 Feb 2011

Various Locations

Delivered high‑volume sales support during peak holiday periods; managed cash drawers and performed end‑of‑season inventory reconciliation.

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## Education & Training

### Bachelor, Business Administration

University of North Texas

– 01 May 2012

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| **Skills**  Data Analysis & Reporting, Financial Fundamentals, Retail Operations, Customer Service & Communication, Project Support, Software & Tools, Soft Skills  **Languages**  English — Native speaker  Spanish — Conversational  **Certifications**  Google Data Analytics Professional Certificate | 2025-12-01  Coursera  SQL for Data Science | 2025-04-01  edX  Certified Microsoft Power BI Analyst | 2023-01-01  Microsoft Learn | **Projects**  **Inventory Accuracy Improvement**  Designed an Excel‑based audit template that lowered inventory discrepancies from 4.3% to 1.1% within six months at FreshMart.   * Inventory Accuracy Improvement – Designed an Excel‑based audit template that lowered inventory discrepancies from 4.3% to 1.1% within six months at FreshMart.   **Sales Dashboard Creation**  Built a Power BI sales performance dashboard that consolidated POS, online, and pharmacy sales, enabling senior management to spot trends in under‑performing categories, resulting in a 5% uplift in quarterly revenue.   * Sales Dashboard Creation – Built a Power BI sales performance dashboard that consolidated POS, online, and pharmacy sales, enabling senior management to spot trends in under‑performing categories, resulting in a 5% uplift in quarterly revenue.   **Process Efficiency Gains**  Streamlined cash‑reconciliation workflow by automating data aggregation with VBA macros, cutting end‑of‑day processing time by 20 minutes per shift.   * Process Efficiency Gains – Streamlined cash‑reconciliation workflow by automating data aggregation with VBA macros, cutting end‑of‑day processing time by 20 minutes per shift.   **Customer Satisfaction Boost**  Implemented a ticket‑tracking system in Salesforce Service Cloud, reducing average response time from 24 hours to 8 hours, contributing to a 10% increase in CSAT scores.   * Customer Satisfaction Boost – Implemented a ticket‑tracking system in Salesforce Service Cloud, reducing average response time from 24 hours to 8 hours, contributing to a 10% increase in CSAT scores.   **Interests**  Brewing coffee: home craft  Hiking  Data‑driven personal fitness tracking  **References**  **References available upon request**  References available upon request. |