# Uiloq Nieminen

*Customer‑service and Operations Professional*

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*Layout style: hybrid*

## Summary

Resourceful customer‑service and operations professional with 12 years of experience across retail, financial services, and pharmacy‑adjacent environments. Adept at extracting actionable insights from sales and inventory data, building basic reports in Excel and Tableau, and supporting cross‑functional teams with accurate data entry and documentation. Currently completing an AWS Cloud Practitioner certification and a Google Data Analytics professional certificate, with hands‑on practice in SQL and Python. Seeking to pivot into a Business Data Analyst role where strong analytical aptitude, attention to detail, and a proven record of improving operational efficiency can be applied to wealth‑management‑focused projects.

## Experience

### Customer Experience Representative at MegaMart

01 Jun 2022 – Present

Hybrid role managing a high‑volume pharmacy‑adjacent front end.

* Manage a high‑volume pharmacy‑adjacent front end, handling average 2,500 transactions weekly; process cash, credit, and insurance payments accurately.
* Generate and distribute weekly sales performance dashboards using Excel and Tableau, cutting manual report preparation time by ≈10 hours per month.
* Assist the loss‑prevention team in reconciling daily registers, achieving a 15 % reduction in checkout errors over 12 months.
* Train 5 new hires on POS systems, inventory protocols, and basic data‑entry standards; receive “Outstanding Mentor” commendation (2023).
* Collaborate with the merchandising team to monitor stock levels, employing basic SQL queries in the internal reporting tool to flag low‑turn items, resulting in a 5 % improvement in inventory accuracy.

### Sales Associate – Pharmacy Section at Fresh Foods Grocery

01 Mar 2018 – 01 May 2022

Customer‑facing role at the in‑store pharmacy counter.

* Served customers at the in‑store pharmacy counter, processing prescriptions, verifying insurance eligibility, and maintaining compliance documentation (non‑clinical).
* Utilized the pharmacy management software (BasicRx) to input medication data and generate refill reports; contributed to a 3 % reduction in delayed refills through diligent data entry.
* Handled cash handling duties, performed daily till reconciliations, and assisted the inventory manager with cycle counts.
* Produced monthly “Top‑Selling Products” reports using Excel, identifying trends that informed promotional planning.

### Administrative Assistant at City Financial Services

01 Jan 2015 – 01 Feb 2018

Clerical support for a team of financial advisors.

* Provided clerical support to a team of three financial advisors, preparing client portfolio snapshots in Excel and formatting quarterly performance summaries.
* Conducted basic data extraction from the firm’s internal SQL‑based reporting system to answer ad‑hoc queries (e.g., client transaction totals, fee calculations).
* Maintained client contact records in Salesforce, ensuring data integrity and timely updates for compliance reviews.
* Organized client onboarding paperwork, coordinated meetings, and facilitated communication between advisors and external custodians.

### Retail Cashier at QuickShop

01 Jun 2013 – 01 Dec 2014

Cashier duties with inventory audit assistance.

* Processed POS transactions, performed daily cash drops, and balanced registers with zero discrepancies over two years.
* Assisted in weekly inventory audits; identified and reported shrinkage issues that reduced loss by ≈2 %.

### Barista (Part‑time) at Bean Brew Café

01 Sep 2009 – 01 May 2013

Front‑of‑house service and inventory support.

* Delivered front‑of‑house service, managed cash register, and maintained accurate sales logs.
* Supported inventory ordering for coffee beans and consumables, using spreadsheet tracking.

## Education & Training

### Bachelor of Arts, Business Administration

University of Texas at Austin

01 Aug 2010 – 01 May 2014

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| **Skills**  Data & Reporting, Cloud Foundations, Business Operations, Customer‑Facing, Technical Tools, Soft Skills  **Languages**  English — Native speaker  Finnish — Fluent  **Certifications**  AWS Certified Cloud Practitioner | 2025-11-01  Amazon Web Services  Google Data Analytics Professional Certificate | 2025-10-01  Google  **Awards**  Outstanding Mentor Commendation | 2023-01-01  MegaMart  Received “Outstanding Mentor” commendation for training new hires.  Customer Service Excellence Award | 2023-10-01  MegaMart  Recognized by MegaMart leadership for achieving a 96 % satisfaction rating in Q4 2023, the highest among peer stores in the region.  Process Improvement – Checkout Accuracy | 2023-07-01  MegaMart  Implemented a standardized cash‑drop checklist that decreased checkout errors by 15 % within the first six months of adoption.  Inventory Accuracy Boost | 2023-09-01  MegaMart  Introduced a simple SQL‑based query to flag discrepancies between POS sales data and warehouse counts, improving inventory match rates from 94 % to 99 % across the pharmacy section. | **Projects**  **Sales Reporting Automation**  01 Jan 2023 – Present  Designed a Tableau dashboard that consolidated daily sales, inventory levels, and employee performance, resulting in a 10‑hour/month reduction in manual spreadsheet consolidation.   * Designed a Tableau dashboard that consolidated daily sales, inventory levels, and employee performance, resulting in a 10‑hour/month reduction in manual spreadsheet consolidation.   **Interests**  Hiking: Texas Hill Country  Reading: Tech‑focused non‑fiction  Podcasts: Data‑science podcasts  Photography: Amateur photography  **References**  **Available upon request**  References available upon request. |