

# KHALIL HICKSON

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## PROFESSIONAL SUMMARY

Operations and Data Analytics professional with experience optimizing technical support operations, customer experience, and business workflows through data-driven decision-making. Proven track record analyzing 10,000+ support cases, improving operational efficiency by 25%+, and building KPI reporting systems that support executive visibility and cross-functional collaboration. Skilled in SQL, Python, Tableau, Power BI, Salesforce, Jira, ServiceNow, and process automation to streamline workflows, improve SLA performance, and drive scalable operational improvements.

## PROFESSIONAL EXPERIENCE

### Teleperformance — Senior Technical Support Engineer (iOS) | Aug 2024 – Present

- Analyzed 10,000+ Tier 2/3 support tickets using SQL and Zendesk to identify recurring issues and reduce repeat cases
- Reduced escalation rates by 25% through root cause analysis and process improvements
- Maintained 91% CSAT and strong SLA performance across high-priority cases
- Collaborated cross-functionally with engineering, QA, and operations teams to identify systemic issues, improve workflow reliability, and reduce repeat escalations through process optimization initiatives
- Utilized Salesforce, Zendesk, Jira, and ServiceNow to manage case workflows, monitor SLA compliance, and support operational reporting initiatives
- Supported workflow automation and reporting improvements by identifying recurring support trends and operational bottlenecks through SQL-based analysis

### Toys “R” Us — E-Commerce Operations Manager | Sept 2021 – Feb 2024

- Managed e-commerce operations, logistics, and inventory workflows
- Improved fulfillment efficiency by 35% by eliminating bottlenecks
- Developed KPI dashboards and operational reporting tools in Excel and Power BI to monitor productivity, fulfillment trends, and process efficiency across e-commerce operations

### DigiSpark Microsoft Program — Python Apprenticeship & Technical Mentor | 2016

- Completed a technology apprenticeship program focused on Python programming, analytical thinking, and problem-solving methodologies
- Selected to support mentorship and guest-speaking initiatives introducing students to foundational coding concepts and real-world technology applications
- Guided learners through beginner Python workflows while simplifying technical concepts into accessible instruction

- Strengthened communication and leadership skills through collaborative technical learning environments and mentorship-focused engagement

### **SuccessTeam — Volunteer Mentor & Community Support Leader | 2016 – Present**

- Mentored youth participants through leadership development, academic support, and career readiness initiatives
- Coordinated community outreach activities focused on empowerment, mentorship, and personal growth
- Assisted with organizing volunteer events, operational planning, and engagement efforts supporting underserved communities
- Built strong interpersonal relationships with diverse groups through communication, guidance, and collaborative problem-solving
- Contributed to long-term community impact initiatives promoting education, accountability, and professional development

### **Trane Technologies | Remote**

#### **Business Operations & CRM Analytics Intern | Mar 2024 – Jun 2024**

- Audited and optimized CRM datasets across Salesforce and ERP systems, improving reporting accuracy and supporting reliable sales forecasting initiatives
- Developed Tableau dashboards and executive reporting visuals that provided actionable business insights supporting 34% year-over-year revenue growth
- Collaborated cross-functionally with IT, operations, and business stakeholders to support Salesforce migration efforts and SaaS integration projects
- Strengthened operational efficiency by identifying data inconsistencies, streamlining reporting workflows, and supporting process automation initiatives

### **Stern Program for Undergraduate Research | Remote**

#### **Marketing Research & Data Analytics Intern | Aug 2021 – Jan 2024**

- Managed research outreach campaigns and deployed surveys to 600+ students, increasing participation rates by 15% and improving research reliability
- Analyzed engagement and survey data to identify trends that improved marketing effectiveness, student participation, and event visibility
- Produced data-driven insights and presentation materials supporting strategic decision-making for research and program leadership teams
- Collaborated with cross-functional academic and program stakeholders to improve communication workflows and optimize outreach performance

## **FEATURED PROJECTS**

### **Support Command Center Dashboard (SQL, Tableau)**

- Portfolio: [khalilhickson.com/consulting-portfolio](https://khalilhickson.com/consulting-portfolio)

- Built dashboard tracking 92% SLA compliance and 24-hour average resolution time
- Analyzed 10,000+ tickets to identify backlog increases of 18% during peak periods
- Reduced escalations by 25% through KPI tracking and workflow optimization

#### **Customer Revenue Intelligence Model (SQL, Excel)**

- Portfolio: [khalilhickson.com/projects](http://khalilhickson.com/projects)
- Analyzed 50,000+ transactions totaling \$1.2M+ in revenue
- Identified top 20% of customers generating 68% of total revenue
- Modeled retention improvements projecting 15% revenue growth

#### **Operations Forecasting Model (Excel)**

- Portfolio: [khalilhickson.com](http://khalilhickson.com)
- Developed forecasting models with 92% accuracy using 24 months of data
- Identified seasonal demand spikes up to 27% above baseline
- Projected 12% workload increase to support future planning

## **EDUCATION**

**Florida International University (FIU) — Bachelor of Science in Computer Science (Completed) | MBA, Data Analytics (Expected 2026)**

## **SKILLS**

SQL, Python, Tableau, Power BI, Excel, Salesforce, Zendesk, Jira, ServiceNow | Data Analysis, KPI Optimization, Forecasting, Process Automation, Workflow Optimization, Cross-Functional Collaboration, Operations Strategy, Executive Reporting, SLA Management