**MICAH POE**

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# PROFESSIONAL SUMMARY

Skilled Analyst with an MBA, adept at approaching complex projects and seeing them through to completion. Experience with the full lifecycle of Enterprise Resource Planning implementation.

# SKILLS & ABILITIES

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|  | * Requirements gathering and spec writing * Excel, Word, PowerPoint, Business Objects, Jira, Salesforce, SQL * Reports and Charts Generation * Advanced User of ERP Systems (SAP,JDE, Syteline, Proprietary) |  | * Project management * Optimizing business processes * Advanced Documentation and Document Management * Advanced Research and Writing Skills (2 Masters Degrees) |
| **EXPERIENCE** | |

## Bobrick Washroom Equipment | North Hollywood, CA 2017 - Current

### Business Analyst III

* Heavily involved in all aspects of implementation for a companywide Enterprise Resource Planning system (500+ users across 5 domestic sites and 3 International sites)
* Project planning, goal setting, managing timelines, and detailed maintenance of project statuses and issues
* Requirements gathering and spec writing
* Testing of all developments as well as communication between each business department and the development team
* Resolution of user issues through personal research as well as communication with support teams and consultants
* Managed all Access groups for all users throughout the organization
* Ad-Hoc reporting and supporting of the business as issues or requests come in

## Solugenix Corporation | Brea, CA 2016 - 2017

### Senior Analyst

* Contractor reporting directly to Johnson and Johnson.
* Resolve issues by researching and correcting erroneous transactions
* Work with the Supervisor and leads to provide subject matter expertise towards resolution of various issues and concerns.
* Function as the liaison between J&J corporate and coordinators
* Creation, maintenance and management of the Consignment Audit Schedule
* Establish coordination lines and workflow patterns between district managers, sales reps, and consignment team members to drive effective communication between the various groups
* Implement new processes and process enhancement initiatives  Documentation of processes and process improvement initiatives.
* Ad-hoc reporting and analysis
* Drive multiple reporting and enhancement initiatives regarding consignment optimization and reporting logic
* Perform SOX checks on Consignment Audits
* Frequent use of JDE, Salesforce, Excel, and proprietary software.

## Warner Bros. Studios | Burbank, CA 2015 - 2016

### Senior Data Analyst

* Works across Business Units to research system issues and exceptions and bring resolution to internal customers through thorough documentation and explanation.
* Develops tailored reports for other WB Business Units. These reports help ensure accuracy and provide visibility for the data flowing into our system from the various systems across WB.
* Creates written Policies for specific business practices and data in order to clearly define their use and purpose within our department.
* Finds and fixes errors related to historical data. Recently reallocated 60 million dollars of transactions in a single project relating to multiple business units across the company. This resulted in me creating a process, automating it, and passing it along to another department.  Frequent use of Excel, Business Objects, SAP, Jira

## CLA-VAL | Costa Mesa, CA 2014 – 2015

### Operations Analyst (Industrial Manufacturing Site)

* Developed reports and analytics used by all levels of management for decision-making throughout the company.
* Wrote specs for our SQL and software developers to write system-generated reports in order to be more timely and efficient in updating dashboards.
* Worked in a matrixed environment, taking on projects with multiple departments throughout the company. These included Sales, Engineering, Quality Assurance, Purchasing, and Accounting.
* Worked in large scale projects involving operations and data. Worked on a team that implemented a Quality Control system into the company wide ERP system.
* Frequent use of Excel (Pivot Tables / Charts, Vlookups, Macros). Integrating multiple data sources,

analyzing through critical thinking and translating findings to all levels of management.

## SOUTHERN CALIFORNIA EDISON | San Onofre & Long Beach, CA 2008 – 2013

### Records Management Specialist

* Prepared daily spreadsheets with data housed in SAP. Extracted it into Excel and created pivot charts and reports that were used by upper management to determine project timeframes and hiring needs.
* Trained and monitored the work of 25 employees and temporary workers. Acted as direct liaison between multiple managers and directors regarding the status of my department on a daily basis.
* Through reports and charting, tracked a backlog of over 30,000 documents and saw it completely reduced during my time.
* Worked directly with software developers and project managers, specifically for SAP, as our site transitioned from proprietary software. Provided feedback for streamlined processes, training and troubleshooting.

### Customer Service Representative

* Acted as the first line of contact for customers with Southern California Edison.
* Resolved customer issues through research and analysis of data and the use of computer programs.
* Negotiated credit arrangements and handled sensitive customer information.
* Advanced user of proprietary software and high speeds of data entry and problem solving.
* Scored in top percentiles for speed, accuracy, and customers served.

# EDUCATION

## Concordia University | Irvine, CA Master of Business Administration

Courses Include:

* Accounting
* Finance
* Project Management

**Regent University | Virginia Beach, VA Master of Arts**

## Vanguard University | Costa Mesa, CA Bachelor of Arts in Cultural Anthropology

Courses Include:

* Qualitative and Quantitative Research and Analysis
* Database Research
* Research and Writing