

# Michael W. Joyce

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## SUMMARY

Data Analyst that builds bridges of knowledge between Information and Users. Analyze complex, diverse information to identify data problems and develop and implement visually appealing reporting solutions. Leverage resources to maximize business performance and increase revenue opportunities. Quickly learn new skills to adapt to changing needs. Work well in teams or independently, including working from home. Core qualifications include:

- Data mining, analysis, and reporting
- Data integrity and quality assurance
- Business efficiency and enhancements
- Communication with diverse audiences
- Critical thinking
- Creative problem-solving
- Process improvement
- Results-oriented

## EXPERIENCE

**WELLS FARGO**, Winston-Salem, NC

**Sep 2018 – Aug 2019**

*Information Security Analyst (Contractor for Signature Consultants, Charlotte, NC)*

- Developed a comprehensive Excel data collection and documentation process to track role descriptions being updated to QA standards by application managers using PBL (Plain Business Language).
- Helped ensure QA compliance by creating Access databases to audit role descriptions.

**GARDNER DIXIE SALES**, Browns Summit, NC

**Mar 2006 – Apr 2018**

*Business Systems Analyst / Business Intelligence*

- Provided key insights on increasing revenue opportunities by applying data mining models to evaluate trends and to create Excel reports for enterprise-wide financial, operational, and sales trend decision-making.
- Built Access databases and continually improved and maintained an average of 40 monthly reports, which also included reporting for net profitability matrix, freight, and forecasting.
- Saved between 80 and 120 hours by automating the budget process with Excel templates and an Access database.
- Enhanced vendor scorecards, dashboards, and reports to help senior management and vendors quickly identify opportunities to increase sales.
- Enhanced data clarity for users by improving report readability and providing ad hoc analytical reports, charts, and forms, including documentation.
- Differentiated sales margins by creating product group codes to identify and separate 975 product codes.
- Saved 10 hours per week in monthly report creation by developing Access and Excel macros.
- Instructed teammates in Microsoft products and CODIS.

## SOFTWARE SKILLS

Excel, Access, Word, PowerPoint, Map Point, Microsoft Visual Basic for Applications, ERP Systems, SQL.

## EDUCATION

B.A.S. Accounting, Mathematics Concentration, Guilford College, Greensboro, NC

## VOLUNTEER EXPERIENCE

- Club Leader for the community service-based Forsyth County Trailblazer Teens 4-H Club **Nov 2009 – Jan 2019**
- Coached for KSA, YMCA, and Upward Sports. Also Refereed for Upward Sports **Aug 1998 – May 2016**

**ADDITIONAL WORK HISTORY****WACHOVIA CORPORATION**, Winston-Salem, NC**Feb 1997 – Dec 2002*****Help Desk Specialist***

- Monitored ATM network, Star and Plus networks, and Voice Response Units. Provided ATM phone support for branches and outside vendors and implemented special projects.
- Facilitated software conversion workflow and maximized productivity processes by creating Teem Talk script files to automate Tandem device control commands.
- Developed Access databases to create monthly management reports.
- Developed Excel worksheets with Visual Basic for Applications (macros) to manage departmental Personal Time Off within Wachovia efficiently.
- Instructed teammates in Microsoft product use.

**WACHOVIA CORPORATION**, Winston-Salem, NC**Aug 1996 – Feb 1997*****Contractor for Home Banking Project***

- Provided application development and support, troubleshooting services, and modem support, including writing macros to enhance productivity and efficiencies.
- Created Excel macros to generate and print ACD call volume charts.
- Automated faxing, printing, and saving a customer's banking information with Word macros.

**KAYSER-ROTH CORPORATION**, Greensboro, NC**Feb 1985 – Jul 1996*****Master Production Scheduling System Administrator [Dec 1994 – Jul 1996]***

- Ensured integrity of weekly Bestplan PC software implementation that forecast customer open orders and inventory levels.
- Transformed and upgraded administrator position by automating manual processes to ensure timely customer service response, training planners in Bestplan maintenance and administration, developing audit reports, and creating ad hoc reports on demand.
- Implemented special projects, including Sock Bonus Plan for Plant Employees and Sock SKU Excess Inventory Report.
- Provided departmental PC support and hired and supervised temporaries.

***Senior Forecast Analyst [Jan 1993 – Dec 1994]***

- Developed and maintained forecasting, consumption, and SKU models. Created SKU monthly forecast percentages by downloading IRI consumption data and analytical graph reports for brand managers. Implemented special projects, including Sheer SKU Analysis Report and Private Label SKU Analysis Report.
- Enhanced a Time Series Momentum Forecasting model for brand managers to compare and validate consumption forecasts.
- Created 18-month SKU forecasting models as the front-end to the mainframe forecasting system.
- Collaborated with marketing to develop consumption models for market share, consumption, shipments, returns, and inventory “what-if” scenarios.

***Information Center Support Analyst [Feb 1985 – Dec 1992]***

- Performed configurations, installations, maintenance, and troubleshooting on PC and communications hardware/software for U.S. and Montreal, Canada user community. Instructed users in transmitting information via modems and IRMA cards. Maintained working relationships with vendors. Published quarterly newsletter. Trained new hires. Created Lotus macros to automate repetitious tasks on an on-going basis.
- Assistant Novell Network Administrator, Tandem Email Administrator, Program Analyst: Sock Division.