**Michael E. Glazer**

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**Summary:**

* Supply Chain Analyst / Industrial Engineer with background in decision support, data analysis, and applications development
  + Provided decision support and data analysis for a variety of clients since 2012
  + Prior to that, performed as a Data Analyst, Management/ Business Analyst, and Applications Developer
* Bachelor’s degree in Industrial Engineering and Operations Research; MBA with major in Decision Systems; currently pursuing Master of Industrial Engineering with a major in Operations Research and Statistics
* Proven record of decision support and reporting project completion. Able to examine projects from a management consulting prospective in order to understand, identify, and eliminate gaps.
* Excellent knowledge of data, algorithms, and statistics
* Database experience includes MS Access, SQL Server, and other relational databases
* Strong programming skills with .NET and other Microsoft Development platforms
* Comfortable working with all levels of management and different departments. “Big picture” vision provides understanding of management strategic plans.
* Extensive experience understanding complex business processes

# Technical Summary:

**Methodologies:** Data Mining, Visual Six Sigma, Stochastic Models, Linear Programming, Decision Analysis, Statistical Methods for Research Workers, Applied Statistical Modeling, Expert Systems, Decision Systems, Reliability Analysis, Continuous Process Improvement, Production Scheduling Models, Design and Analysis of Experiments, Financial Modeling

**Programming:** VB.NET, VBA, Visual Basic 6, ASP.NET, Crystal Reports, HTML, COBOL

**Databases**: MS Access, SQL Server 2005/2008, Visual FoxPro, DB2

**Software**: MS Excel, MATLAB, JMP, MINITAB, MS Visio, MS PowerPoint

**Certifications:** MCAD - Microsoft Certified Application Developer (VB.NET)

## Professional Experience:

#### **ComTech LLC, Reston, VA Oct 2014 – Feb 2015**

**Consultant – Supply Chain Operations Research Analyst to client US Navy**

* Worked on NAVY SAP ERP Supply Chain System (SAP ECC) analyzing data, and ordering equations
* SAP data analysis using EXCEL included repair time and production lead time troubleshooting efforts to resolve system discrepancies

**Strategic Staffing, San Antonio, TX Aug 2014**

**Consultant – Operations Research Analyst to client USAA**

* Continuous process improvement analysis of call center reporting and forecasting operations

### Woodside Global Partners, Sonoma CA Nov 2013 – Jan 2014

**Consultant – Quantitative Analyst to client Cisco Systems**

* Provided short-term consulting services to assess Cisco’s call center metrics environment
* Created ROI and IRR proposals, using EXCEL, for Cisco Systems call center transformation efforts

### Hi-Tec Systems, NJ July 2012 – Jan 2013

**Consultant - Operations Research Analyst client FAA**

* Provided decision support and analysis for the FAA William J. Hughes Technical Center. Collaborated on a project to assess how underreporting of aircraft incidents affects reliability estimates of transport aircraft systems
* Conducted comparative analysis of aircraft maintenance incident underreporting, using Excel to identify key areas of concern
* Performed Quality Assurance and User Acceptance Testing of software manuals for FAA decision support systems, and assisted in software development troubleshooting of Transact-SQL and .Net code

### Graduate Studies in Industrial Engineering Aug 2011 – Present

* Graduate projects in Analytics, Operations Research, Continuous Process Improvement

### Beacon Health Strategies, Boston MA Dec 2010 – July 2012

**Data Analyst / Application Developer**

* Designed and implemented corporate web site module in VB/ASP.Net for new client implementation
* Designed and implemented reporting requirements and SSIS packages for external clients
* Maintained, supported and troubleshot all data import and export jobs for FlexCare patient management system
* Analyzed health claims data to verify validity of claims against client records using Excel

**Madison Resource Funding, Portsmouth NH Mar 2009 – Nov 2010**

**Consultant – .Net Programmer / Business Analyst**

* Provided programming production support for a legacy payroll application written in Access VBA and SQL Server. This was part of the IT effort to automate manual processes and bring IT department into "modern" times using .NET technologies.
* Supported and maintained Access/VBA payroll processing application
* Performed business process analysis to identify process flows in current legacy system and make necessary system modifications
* Wrote VB.NET/SQL Server application to report on “Mass Fair Share” payroll penalties
* Revised Crystal Report Viewer VB.Net application verifying and modifying report objects

**TD BankNorth, Falmouth ME May 2008 – Sep 2008**

**Consultant- VBA Programmer/Business Analyst**

* Worked with project managers to gather pertinent project metrics requirements (Systems Analysis) and produce technical specifications
* Built and administered centralized VBA/MS Access reporting database based on specification to track progress of 100+ conversion projects in a $250MM integration of Commerce Bank systems. Populated database weekly with data imported from 100+ Excel project metric workbooks and produced executive and dashboard reports.
* Efficiently programmed database to import very complex workbook data (10 pages) for each project in a few seconds allowing efficient update of all 100+ projects in a timely manner

**Direct Mail of Maine, Scarborough ME Mar 2007 – Apr 2008**

**Programmer/Business and Systems Analyst**

* Played key role in developing more efficient IT infrastructure to facilitate rapid company growth
* Analyzed existing financial, accounting and problem tracking systems written in VBA, and SQL Server. Modified existing VBA/SQL Server Systems saving hundreds of staff hours (approx. $30/hr.).
* Made biweekly progress presentations to IT director and staff
* Conducted series of group meetings with production, customer service and QA teams to define business process for order tracking. Wrote technical specifications.
* Developed ASP.NET web based order tracking application with customized grid view of each department’s orders
* Created ASP.NET web based organization tool for network administrators to record and organize helpdesk tickets originally tracked in MS Access, reducing issue resolution time
* Performed systems analysis to identify business flows and automate postage reconciliation process

**HealthDrive, Newton, MA Feb 2004 – Mar 2007**

**Programmer / Business Analyst**

* Designed, developed, documented, and supported four corporate-wide medical record keeping and reporting systems
* Designed and built Audiology Lab Priority Care system comprised of SQL Server/Visual FoxPro database backend, VB.NET/FoxPro interfaces and VB.NET order transfer middle layer
* Audiology Priority Care System transmitted orders from 5 regional service centers to lab in MA, tracked repairs, produced 25 different forms depending upon state and patient type (Medicare, Medicaid or private), and allowed company to make hearing aids in-house, increasing profit margin
* Utilized Visual FoxPro, FoxPro Dos, XML, SQL Server 2000 and VB.Net environments

**Other Full-Time Experience**

Projects included decision analysis modeling using Expert Choice for NOAA researchers, statistical cost/ benefit analysis using SAS for the Defense Logistics Agency, and operations research consulting for the FAA.

* Implementation Manager - Excellence in Software (2001 – 2004)
* Programmer/Analyst - Sheffield Associates (1992 – 2001)
* Management Analyst - Volpe DOT Center (1985 – 1989)

## Education:

Iowa State University, Ames Iowa

**Master of Engineering in Industrial Engineering,** Expected 2015 (part-time distance)

Concentration in Operations Research and Statistics

The George Washington University, Washington DC

**Master of Business Administration** - Major in Decision Systems

University of Massachusetts, Amherst, MA

###### Bachelor of Science in Industrial Engineering & Operations Research