

MICHAEL R. SECORD

SKILLS

- Proficient in T-SQL (Business Intelligence and ETL/CRUD operations in MSSQL, MySQL, Oracle & SQLite)
- Web and web application development with HTML, CSS, & Ruby on Rails using svn & git, and shell scripting.
- Highly skilled in hardware and software configuration/troubleshooting/repair including break/fix and high-stress, pressured business scenarios including production environments.

WORK EXPERIENCE

Rutherford & Associates -- Holland, MI

Business Support Analyst

November 2011 - Present

- Support business critical Route Accounting Software for diverse companies ranging from small pizza distributors to major beer/wine distributors and Coca-Cola bottlers
- Create reports using in-house reporting tools & SQL queries in MSSQL
- On-site and remote software training & support for both new & existing customers
- Trained internal employees on new software features
- Consultation on business processes relating to route accounting

Summit Training Source -- Grand Rapids, MI

Technical Specialist/QA Specialist

June 2011 - November 2011

- Provided hardware and software support for internal users
- Supported internally-developed web application over the phone, by email & by remote assistance
- Assisted in creating QA guidelines and policies for ensuring consistent testing of software
- Designed and implemented automation of repetitive tasks leading to a 25% increase in efficiency

The Iserv Company -- Grand Rapids, MI

IMS Assistant

March 2008 - April 2013

- Ensured integrity of data warehouse (Oracle DB) and scripts/crons on a daily basis
- Performed monthly test billing & audit and monitored & completed monthly production billing
- Support data warehouse client application (Crystal Reports 7)
- Created and ran various SQL queries

Data Analyst

June 2007 - March 2008

- Performed analysis of acquired companies' billing systems upping efficiency in the process by 20%
- Created and maintained various SQL queries and reports using Crystal Reports

Customer Support

March 2006 - January 2009

- Answered, resolved & escalated billing and technical questions and issues as necessary via phone and email
- Handled internal order processing for new and existing customers

EDUCATION

Baker College

AAS - Accounting/CIS

September 2006 - On leave since May 2008

- Courses include Accounting Concepts, Accounting Fundamentals, Computerized Accounting, Payroll Accounting, Intro to Programming, Intro to Database Applications, Intermediate Database Management

Kenowa Hills High School

General Education

June 2005

- Kent Career Technical Center -- Oracle/SQL, A+ Certification & Information Technology courses