

MIKE HAYNES

RALEIGH, NC | 731-478-7815 | MIKEHAYNES357@GMAIL.COM | [LINKEDIN](#)

CORE COMPETENCIES

Business Intelligence & Reporting – Power BI | Tableau |

Operational Reporting | KPI Dashboards | Risk Management

Data Engineering & Modeling – SQL | ETL Pipelines | Process

Automation | Machine Learning | Statistical Analysis | Python | R

Financial Analytics – Budgeting | Forecasting & Variance

Analysis | Ratio Analysis | FP&A | Cost Planning

Enterprise Systems & Analytics – SAP S/4HANA | Infor EAM |

SaaS Implementation | ERP Integration | Hyperion

CAREER HIGHLIGHTS

SCRA Re-amortization Automation (Navy Federal Credit Union): Developed an automated SCRA re-amortization model integrating interest recalculations, refund methodologies, and compliance adjustments; collaborated across 3 organizations and 9 teams to transform 300 research hours into an automation that influenced a major organizational shift in compliance adherence policies.

Global Asset Management Program (Ecobat): Directed multinational overhaul of asset management operations, establishing unified cost governance and material tracking standards. Enhanced forecasting accuracy and achieved a 1.3% cost reduction.

Warehouse Efficiency & Predictive Analytics (Red Stag): Engineered ETL pipelines and predictive models to synchronize order data and optimize warehouse layout—achieving a 30% reduction in processing times and an 8% efficiency boost.

PROFESSIONAL EXPERIENCE

Senior Business Intelligence Analyst, Navy Federal Credit Union, Raleigh, North Carolina | April 2024 – Current

- Mentoring & Adoption:** Lead a structured development program on SQL optimization, Power BI, GitHub workflows, and modeling fundamentals. Elevate analyst performance, standardize best practices, and improve reporting accuracy across REL.
- Credit Risk Exposure:** Lead development of NFCU's first unified credit-risk reporting platform, aligning origination and servicing logic across REL, Lending, and Data Solutions. Redefining executive visibility into credit exposure.
- REL Production Reporting:** Reengineered the underwriting performance dashboard using dynamic ranking and scoring logic. Drove a 23% reduction in employee errors and improved transparency in production performance.
- Lender Performance Executive Board:** Designed an executive benchmarking dashboard comparing NFCU's performance against peer institutions. Identified competitive gaps, influenced lending strategy, and earned recognition in RERM and enterprise town halls.

Senior Business Analyst, Ecobat, Dallas, Texas | April 2022 – April 2024

- Recipe Adherence & Strategic Cost Optimization:** Drove a \$3M cost reduction by establishing governance standards, embedding operational analytics, and aligning production compliance with enterprise cost-containment strategies.
- Operational Leadership & Cross-Functional Coordination:** Partnered with IT, Finance, and Operations leadership to define global standards, unify data definitions, and align cost controls with executive strategy.
- Financial KPI & Cost Reporting:** Developed Power BI dashboards to track production costs, material usage, and operational expenses, enhancing cost variance analysis and financial forecasting accuracy.

Senior Business Analyst, Red Stag, Oak Ridge, Tennessee | May 2020 – May 2022

- Analytics Modernization & Automation:** Led the migration of manual financial and operational reports to Tableau, automating liquidity forecasting and KPI tracking across logistics and fulfillment operations.
- Data Insights & Cost Optimization:** Used advanced SQL and Python analysis to identify process inefficiencies and cost-reduction opportunities, improving profitability and throughput across warehouse operations.
- Forecasting & Performance Management:** Designed predictive models to forecast demand and optimize logistics capacity, improving delivery accuracy and on-time performance by 10%.

Operations Manager, M-Street, Nashville, Tennessee | May 2017 – May 2020

- Culture & People Leadership:** Established a culture of ownership and performance. Partnered with senior leadership to define staffing models, training programs, and succession plans that strengthened retention and capability.
- Procurement & Cost Reduction:** Directed daily operations while aligning workflows with executive goals. Introduced standardized reporting, improving visibility, cost control, and throughput across business units.

EDUCATION

B.S. Business Analytics

University of Tennessee

May 2017

Knoxville