

# Michael N Palella

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## EDUCATION

**Northwestern University, Evanston, Illinois**

**April 2024**

UX/UI Bootcamp

**Certified End-to-End UX/UI Professional**

**Arizona State University, Tempe, Arizona**

W. P. Carey School of Business

**B.A. in Business, Concentration in Sustainability**

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## SKILLS & INTERESTS

**UX/UI Design Tools:** Figma | Figjam | Trello

**Technical:** Visual Studio Code | GitHub | Bootstrap | HTML | CSS | JavaScript | jQuery

**Other:** Adobe Creative Cloud | Google Workplace | Microsoft 365 | Excel | Power BI | Jira

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## PROFESSIONAL EXPERIENCE

**Inventory Data Analyst**

**May 2022 – August 2023**

Ecentria, Northbrook, IL

- Forecasted future demand and performed cost, MAP, and price analysis, optimizing procurement strategies
- Analyzed QOH and sales trends to place timely and strategic purchase orders, enhancing inventory turnover
- Managed inventory by adjusting pricing and developing and implementing promotions, effectively balancing margins with increased sales rates
- Procured and managed over 100 vendors and up to \$1M in inventory, ensuring efficient supply chain operations
- Collaborated with cross-functional teams on strategic projects, enhancing operational efficiency and contributing to increased revenue
- Tracked and reported inventory and promotion KPIs, providing actionable insights for strategic planning
- Supported buyers in vendor management and negotiations, developing procurement strategies and strengthening vendor relationships
- Implemented merchandising strategies to increase sales and improve the quality of online product listings

**Dispute Resolution Analyst**

**September 2021 – January 2022**

Echo Inc, Lake Zurich, IL

- Reconciled customer accounts regarding past due or short paid invoices
- Analyzed and resolved reoccurring disputes with The Home Depot account
- Implemented solutions to minimize and prevent future dispute occurrences
- Processed discrepancies related to pricing, allowances, discounts, damages, shortages, and RTV claims

**Customer Support Representative**

**July 2020 – September 2021**

Echo Inc, Lake Zurich, IL

- Prepared customer orders resulting in timely delivery of necessary parts
- Multitasked with customers verbally, through email, and Oracle, providing timely answers to questions and inquiries
- Opened cases for customer disputes, ensuring the client was satisfied and treated fairly
- Analyzed and understood a plethora of technical information including manuals, part break-downs, and product data sheets to understand the mechanics of products
- Navigated Powerlink inventory, manufacturing dates, and shipping details
- Resolved customer affairs by investigating mechanical problems pertaining to equipment and provided specific solutions to the technical issue

**Operations Manager Intern**

**May 2019 – August 2019**

Fun Brands, Schaumburg, Crystal Lake, IL

- Learned every aspect of store operations allowing for unsupervised management
  - Managed a team of coworkers to ensure seamless operation of daily events and customer satisfaction
  - Conducted weekly inventory checks to verify the necessary resources for daily operation
  - Generated emails to communicate clearly with the corporate office and customers
  - Led tours of the facility in order to promote our venue and attract new customers
  - Created and edited spreadsheets for team use
  - Prepared and delivered bank deposits daily
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## **LEADERSHIP/VOLUNTEER EXPERIENCE**

- Courses completed and certificate received in Foundations of UX Design and UX Design Process from Google Courses
- Course completed and certificate received in Chinese for Beginners from Peking University
- Global Leadership Academy member at ASU, attended workshops to discuss international injustice & solutions with peers
- Member of the Sigma Alpha Mu fraternity
- Participated in fundraising and social events to promote the chapter
- Maintained the Dean's Scholarship all four years