

Michael N Palella

mnpalella@gmail.com | 847-226-3572

Linkedin: www.linkedin.com/in/michael-palella | Portfolio: <https://michaelpalella.github.io/Portfolio/>

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

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

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
-

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