

**Michael N Palella**  
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## EDUCATION

**Arizona State University, Tempe, Arizona**  
W. P. Carey School of Business  
**B.A. in Business, Concentration in Sustainability**

**May 2020**

### Software Skills:

Excel, Power BI, Jira, ACT, PowerPoint, Photoshop, Oracle, Powerlink, Adobe, Microsoft Word

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## PROFESSIONAL EXPERIENCE

### Jr. Inventory Analyst

Ecentria, Northbrook, IL

**May 2022 – August 2023**

- Forecasted future demand, performed cost, MAP, and price analysis
- Analyzed QOH and sales trends to place regular, scheduled, and seasonal purchase orders
- Managed inventory by adjusting pricing, MAP management, and implementing promotions to balance margin and sale rates
- Responsible for the procurement and management of over 100 vendors and up to one million dollars of inventory
- Collaborated with Marketing, Business Intelligence, Operations, and Software development teams on strategic projects
- Tracked and reported on inventory/promotions with KPIs to provide results and aid in strategy planning
- Supported buyers in vendor management, communication and negotiations to maintain vendor relationships and implement procurement strategies
- Assisted vendor services and evaluated special offers to increase company and vendor growth
- Implemented merchandising strategies to increase sales and improve the quality of online product listings
- Collaborated with coordinators and accounting to resolve invoice discrepancies

### Dispute Resolution Analyst

Echo Inc, Lake Zurich, IL

**September 2021 – January 2022**

- 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

Echo Inc, Lake Zurich, IL

**July 2020 – September 2021**

- 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

Fun Brands, Schaumburg, Crystal Lake, IL

**May 2019 – August 2019**

- 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