

Michael Makuszak

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Blacksburg, VA 24060

Education

LinkedIn:



Virginia Tech, Pamplin College of Business, Blacksburg, VA
B.S. Business Information Technology – Decision Support Systems

Expected Graduation: **May 2025**
Cumulative GPA: **3.59**

Skills

- **US Government Secret Security Clearance** June 2024 – Present
- **Software Languages:** Python (Flask, Jinja), Visual Basic, HTML, JavaScript, CSS, SQL, R, DAX, Power Query, UML
- **Products:** Power App Builder, Power Automate, Power BI, Visual Studio, Microsoft Visio, Dynamics, Jira, Azure DevOps, MySQL, Docker, Access, Bootstrap Studio, HubSpot, Google Analytics, Confluence, Microsoft Office, Google Suite

Work Experience

Virginia Tech Innovations & Partnerships – Data Specialist – Blacksburg, VA March 2024 – Present

- **Contact Import Tool**
 - o Designed and implemented an automated record review and update system for 180,000 data entries using advanced Excel functions and macros, resulting in a 50% reduction in processing time and enhancing data accuracy.
- **Partner Profiles**
 - o Developed and maintained systems for generating one-page overview documents for University Executives, integrating data from multiple sources to provide insights into existing alliances and partnership opportunities between the University and private corporations.

EY – Technology Consulting Intern – Tysons, VA June 2024 – July 2024

- **Cloud CRM System Development**
 - o Architected and implemented an Azure cloud-based CRM solution utilizing Microsoft Dynamics, integrating the full business process for the sales team to effectively manage sales opportunities and streamline operational workflows.
 - o Employed Agile methodologies to gather requirements, plan sprints, prepare version demonstrations, gather feedback, and perform quality assurance testing to guide iterative development of our product.
 - o Designed automation features projected to enhance lead conversion rates by 30% and improve operational efficiency by 50% by offloading repetitive tasks from the sales team to automated processes.
- **Summer Case Competition: Placed third out of ten teams**
 - o Followed agile principles to reverse engineer the federal security clearance application process developing an improved Cloud Case Management System reducing processing time by a projected 15%.
 - o Engineered a Microsoft Canvas Application changing the current server-based system to Azure Cloud enabling the agency to operate securely without needing to manage data centers.
 - o Programmed AI to scan security clearance applications for areas of concern and automatically formulate interview questions for the candidate, enabling investigators to exert less effort reviewing papers and more effort interviewing candidates.

Goodshuffle – Data Analyst Intern – Remote January 2023 – August 2023

- **Data Warehouse Construction Project**
 - o Practiced ETL principles to consolidate six data sources into one cloud repository, created step-by-step documentation in Confluence for future replication, and implemented real-time data updates, strengthening transparency and streamlining Leadership's data-driven decisions.
- **Sales and Department Forecasting**
 - o Developed visual dashboards displaying KPI trends and forecasts, enabling executive leadership to create data-driven quarterly plans and strategies.
- **Ideal Customer Profile Research**
 - o Performed regression analysis to identify behavioral trends in accounts and provided strategic recommendations to raise average revenue per account by 4% and reduce customer churn rate by 0.5%.