Michael A. Morales

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Education

July 2018 – present **Syracuse University**   Syracuse, NY
MS in Applied Data Science
- Projected graduation December 2019

April 2011 – May 2013 **American Public University**   Charles Town, WV
BA in English with concentration in Writing
- 3.94 GPA

August 1996 – May 1997 **Cedar Valley College**   Lancaster, Texas
Music Theory and Composition
- Outstanding classical musician award

Professional Experience

July 2012 – Present   **Schneider Electric**   Lancaster. Texas
Client Support Analyst (full time since 12/2014)
- Producing, generating client reports using Resource Advisor website
- Daily use of Excel for analysis, organization of data
- Updating database
- Facilitating new client rollouts
- Initiating budgets in database, customization using Excel and Access
- Various data analysis tasks
- Use of Microsoft Office Suite for all tasks

April 2010 – June 2013   **APU**   Red Oak, Texas
Full-time Student

June 2007 – April 2010   **Ford Motor Credit Company**   Irving, Texas
Dealer Services Analyst
- Analyzing consumer credit applications
- Selling the benefits of the company's value proposition to dealers and effectively maintaining a consistent purchase policy based on dealer support, liquidation experience, and management direction
- Monitoring and communicating portfolio liquidation performance to keep both management and dealer customers aware of trends

January 2001 – June 2007   **Ford Motor Credit Company**   Irving, Texas
Account Maintenance/Collections Supervisor
- Coaching thirteen employees on effectively contacting customers to reduce and control delinquency and maintain customer satisfaction index levels
- Completing and delivering performance reviews, deploying initiatives to improve and ensure career development and training, and maintaining employee files to ensure accuracy
- Resolving customer disputes calmly

Professional Achievements

- Member, Golden Key International Honour Society
- APUS Dean's List
- December 2005 Ford Motor Credit SCORE Award recipient

Languages

English and Spanish