

Michael Alexander Giordano

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EDUCATION

UNIVERSITY OF UTAH, Salt Lake City, UT
B.S. Economics
Emphasis in Statistical Analysis

Aug 2012 - May 2017

EXPERIENCE

MORGAN STANLEY South Jordan, UT
Operations Project Analyst

September 2017 - Current

- Part of an eleven person remediation team. Responsible for working with clients and the Client Advisory Center to resolve issues identified on their accounts and encountered during service request processing.
- Wrote and distributed macros for the team using Visual Basic.
- Macros provided useful functions to ease and speed up the process of data entry and updating thousands of accounts.
- Provided statistical analysis for each project ranging from individual's performance to overall success of each project using R and Excel.
- Created an automated updating and work distribution system.

UNIVERSITY OF UTAH IT, Salt Lake City, UT
Front Desk Admin

July 2016 – Jan 2017

- Performed various tasks for UIT. Including scheduling, mail distribution and assisting guests.
- Used Pinnacle software to enter and set up work orders.
- Answered questions via phone and in person ranging from computer troubleshooting to general UIT questions.

NIKE FACTORY STORE, Park City, UT
Full Time Athlete (Sales Associate)

June 2010- Aug 2013

- Very knowledgeable of Nike products.
- Experience includes customer service and cashier skills.
- Often given tasks to take charge of and complete.
- Consistent positive feedback from customers through online surveys.

CAMPUS INVOLVEMENT

PHI DELTA THETA
Scholarship Committee

Jan 2013 - Dec 2013

- Helped monitor fraternity member's grades to ensure they would hit the minimum GPA requirement to maintain membership.
- Organized library study hours for members under the required GPA.

VOLUNTEERS OF AMERICA

Nov 2016 - May 2017

Statistical Analysis Project

- Worked with VOA providing statistical analysis and recommendations in order to help optimize their distribution of housing vouchers.
- Found indicators showing when an individual may need more assistance to prevent failure of the housing voucher program.

SKILLS AND ACTIVITIES

- Studied in Songdo, South Korea through the University of Utah's Asia Campus program spring semester of 2016.
- HTML, CSS, R, Visual Basic, Excel, Java, JavaScript, Data Management.

INTERESTS

- Computers
- Music
- Programming
- Traveling
- Weight Lifting
- Gaming
- Football