**Michael R. King**

*Chandler, AZ – 95286 – 480.277.7871 – michael.r.king@cox.net – LinkedIn MichaelRKingAZ*

**Salesforce Systems Analyst**

**Process Optimization ~ Business Intelligence ~ Project Management**

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| **2x Salesforce Certified**  **Scrum Master Certified**  **Business Intelligence**  **Project Management**  **Lean/Six Sigma Green Belt**  **Factory Modeling**  **Stakeholder Liaison**  **User Training**  **Relational Database**  **Application Development**  **Product Owner Experience** | Highly analytical professional skilled at defining specific business problems then identifying and implementing *appropriate* tools to resolve them.  Expert at Customer Relationship Management to ensure customer communication and satisfaction to achieve business objectives.  Knowledgeable of Construction and Agile Project Management and process improvement methodologies.  Dynamic technical leader with proven ability to develop software solutions.  Skilled communicator able to bridge the gap between engineering, development, and business application areas to drive productivity.  Adept at training both users and technicians across international borders.  US Citizen, US Navy Veteran, held Secret Clearance |

**Benchmarks & Milestones**

* Defined software system to **reduce** multi-billion-dollar factory utility evaluations from **16 weeks** to **one day**.
* Implemented **Business Intelligence** suite to provide security infrastructure allowing global data sharing.
* Applied **Lean/six sigma** and **Kaizen** methodologies resulting in **65% reduction** in factory design time.
* **Liaison** between engineering management and software development divisions.
* Led development of **technical training** and **documentation creation** for domestic and international associates.

**Professional Experience**

**SELF-EMPLOYED •** Chandler, AZ 2017 - Present

**Consultant/Salesforce Certified Professional**

Principal consultant applying over 20 years of experience in project management and developing complex internal software platforms. Definition of business problems, buy/build, implement, and train staff to resolve issues. Identify and exploit opportunities for upgrade and improvement to solve specific issues.

**INTEL CORPORATION •** Chandler, AZ 1995 - 2016

**Project Manager/Business Analyst/Application Management/Kaizen Process Facilitator**

Effectively managed factory utility modeling and construction information systems for international semiconductor manufacturer. Key visionary applying Lean/Six Sigma processes and applications to fabrication efforts. Responsible for implementing Business Intelligence reporting infrastructure as well as managing contract reporting resources.

**Leadership:**

* + Lead development of work practices, trained technicians and lead teams in two expatriate assignments.
  + Directed 6 summer college interns, defined and coached their projects, evaluated performance and gave critical input into hiring offers.

**Project Management:**

* + Managed and delivered hundreds of construction, installation, and production certification projects for multimillion dollar capital equipment on three continents as team lead. Trained local resources to complete projects.
  + Managed software upgrade projects in Agile environment.

**Application Development:**

* + As a C*ustomer*, defined need and prototyped engineering software system into Intel construction business. Prototype was recognized as potential solution, resulting in enterprise wide application development project.
  + As *Business Analyst*, defined customer needs, developed requirements, and tested functionality during development processes. Demonstrated proposed upgrades to stakeholders and management.
  + As *Application Owner*, implemented, trained and administered engineering application suite to vastly improve efficiency and reduce timeframe for utility modeling/impact analysis of multi-billion dollar factories from *16 weeks* to *1 day*. Sustaining owner for *10 years*. Performed third level customer support. Developed *rapid diagnostics* and *regression testing* structures to ensure application functionality.
  + As *Security* owner for application suite, maintained over 5000 different permission sets, developed new permission sets and approval chains on demand.
  + *Full lifecycle*development, implementation, continuous improvement and decommissioning experience on several applications.
  + *Building Information**Modeling* program manager for full 3D design of multi-billion dollar factories. Program still in use and expanding.

**Business Analytics:**

* + Implemented Business Intelligence suite to allow controlled country access to mission critical database and allow worldwide 24/7 access to factories worldwide. Authored and delivered training across the globe. Principal *BusinessObjects* report developer for 6 months, then managed contract reporting resources for an additional 4 years.

**Customer Relationship Management:**

* + Trained and led international teams of customer service and technical staff, applied appropriate software and business tools to improve service across divisions.
  + Completed **Salesforce Administrator** certification to *add Salesforce specific knowledge* to extensive background in administering complex applications. Completed **Salesforce Platform App Builder** certification as first step in Developer track, then on to **SalesCloud Consultant**. Completed **Lightning User Experience Super badge** and Salesforce Lightening rollout seminar.

**Process Improvement**:

* + **Defined and flowcharted** *existing conditions* and *desired end state* for diverse process flows.
  + Utilized **Lean/Six Sigma** and **Kaizen** processes improvement methodologies to identify and rectify inefficiencies across divisions, and **facilitated** Kaizen sessions.

**Technology Proficiencies**

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| **Database/Software:** | Salesforce Certified Professional, Administrator, Platform App Builder Certification, Sales Cloud Consultant, Lightning User Experience Superbadge, Atlassian Jira project management and ticketing, DocuSign e-signature, Microsoft SQL Server 2000/2012 Microsoft Access, Outlook, PowerPoint, Excel, Word and Project, Github | |
| **Business Intelligence**:  **3D Modeling:** | SAP Business Objects XI, R2 Business Intelligence Suite, Microsoft SSRS on SQL  Autodesk AutoCAD, Revit and Navisworks, Trimble Sketchup, Intergraph PPM. | |
| **Project Management:** | Certified Scrum Master by Scrum Alliance, Kanban methodology | |

**Education and Certifications**

**ARIZONA STATE UNIVERSITY**, Tempe, Arizona

BS Information Technology, est. 2019 completion

**CHANDLER GILBERT COMMUNITY COLLEGE**, Chandler, Arizona

**Associate of Applied Science** Degree, Microsoft Database Administration **(cum laude)**

**Certifications**

**Salesforce Certified Professional-** SalesCloud Consultant (testing), Administrator, Platform App Builder Certifications, Lightning Implementation Superbadge, many other badges.

**Project Management** Certified Scrum Master Scrum Alliance

**Microsoft MOUS 2003** *Expert* Certified (Excel, Word)

*Specialist* Certified (Access, Outlook, PowerPoint),

**Intel** Lean/Six Sigma Green Belt

**Intel** Kaizen Process Customer Lead

**Intel** Kaizen Process Facilitator

International Institute for Business Analysis **(IIBA)** member

**References** upon Request