MICHAEL J. BERNIER

michael.bernier@att.net
LinkedIn: https://www.linkedin.com/in/michaeljberniertx • Portfolio: https://mjbernier.github.io

SUMMARY

Experienced IT professional with demonstrated expertise in turning raw data into meaningful information and deriving actionable insights. Skilled in client consulting, troubleshooting, and application/tool development to streamline and improve departmental operations and account management.

- Business Intelligence/Analytics
- Data Governance
- Reporting
- Support/Troubleshooting
- Consulting
- Application/Tool Design

PROFESSIONAL EXPERIENCE

CHOCTAW NATION OF OKLAHOMA

Data Analyst – Durant, Oklahoma (2017-Present)
IT/Enterprise Information Management

Providing technology and analytical expertise to support multiple initiatives including:
- Business Intelligence and Data Analytics:
  - Subject Matter Expert on Business Intelligence and Analytics tools (primarily Power BI)
  - Develop custom BI solutions for client departments and internal use
  - Data discovery, analysis, and mapping in support of Data Warehouse projects
  - Manage on-premises Power BI Report Servers
- Data Governance:
  - Manage Informatica Enterprise Data Catalog and Axon Data Governance platforms to support enterprise-wide Data Governance and Data Self Service strategies
  - Educate employees on Data Governance and provide aid in using the Data Catalog
- Administer Informatica Data Management Cloud – Cloud Data Integration (IDMC-CDI) platform to support enterprise-wide Data Extract/Transform/Load (ETL) strategy
- Mentor junior-level Analysts in developing their skills and building experience

GOODMAN INSTITUTE FOR PUBLIC POLICY RESEARCH (Non-Profit Organization)

Contractor/Consultant – Dallas, Texas (2016-2018)

Contractor providing consulting and data management services.
- System/Database Administrator for eTapestry fundraising management platform
- Custom data analytics and reporting
- Consult on data management best practices and technology solutions

HPE/HP/EDS/BANK OF AMERICA

Technology Consultant III – Plano, Texas (2009-2016)
HPE Enterprise Services (formerly HP Enterprise Services) – Bank of America Account

Consult/develop/manage/maintain department-level data analysis and reporting applications using SQL Server and MS Office tools.
- Lead data analyst and administrator for a comprehensive 1.5M component, $2B asset database utilizing SQL Server and a SSRS/MS Access/MS Excel reporting framework that provided inventory and financial information during the closeout of the Bank of America managed services contract.
- Provided consulting and technical services to another client account to reduce lost revenues, including redesign of a MS Access invoicing application reducing monthly workload from 1.5 days to 30 minutes.
- Ad hoc reporting support for multiple departments
- Production support/troubleshooting for in-house back-office applications
- Monthly site audit processing per client contract

Business Services Analyst/Telecommunications Vendor Manager – Plano, Texas (2006-2009)
EDS Circuit Delivery Management – Bank of America Account

Consult/develop/publish departmental activity reports using SQL Server and MS Office tools (Access/Excel/PowerPoint). Main point of contact for order escalation.
- Developed and published performance reports on telecommunications vendor activity which provided early detection of problems and identified areas for improvement in circuit order delivery
- Ad hoc reporting support for department initiatives and special situations/requests for information.
- Managed operational relationship with telecommunications vendors including periodic reviews of ongoing orders and processes to resolve issues and improve delivery and client satisfaction.

Engineering Consultant – Dallas, Texas (2003-2006)
EDS/Bank of America Solutions Engineering (transitioned associate)

Completed a pilot program of engineering design and client installation for Cisco Unity and Unity Express voice messaging platforms, including network integration with legacy systems and operational documentation.

Consultant-Telecom Engineer – Dallas, Texas (2000-2003)
Bank of America Associate

Defined and published standards documentation to establish the strategic direction for the deployment of Voice Messaging services across the U.S. domestic Bank of America enterprise.

THE COCA-COLA COMPANY

Systems Support Specialist III – Atlanta, Georgia (1997-2000)
Business Systems Operations & Security/Voice Technology Services, The Coca-Cola Company (Corporate)

Subject Matter Expert for corporate global Voice Mail network, including technical and administrative support, performance reporting and analysis, network management, troubleshooting and problem resolution, system optimization, capacity planning, consultation and development of Voice Mail applications, and documentation.

Systems Support Technician – Dunwoody, Georgia (1996-1997)
Customer Communications Center (CCC) Operations Department, Coca-Cola USA Fountain

Subject Matter Expert for all telecommunications services to departments and task teams. Developed custom analysis and reporting of all telecommunications activity to identify trends and make recommendations for accommodating growth and future needs.

CCC Computer Operations Specialist – Dunwoody, Georgia (1990-1995)
Customer Communications Center (CCC) Operations Department, Coca-Cola USA Fountain

Subject Matter Expert on Avaya/Lucent/AT&T DEFINITY telephone switches and ACD equipment, including ACD/vector programming and customized management reporting services. Other duties included anything technically oriented (computer system operations, telecommunications administration, hardware installation/maintenance, and end user support) to facilities maintenance (i.e. utilities) and security.

Inventory Control Specialist – Dunwoody, Georgia (1988-1990)
National Parts Department, Coca-Cola USA

Managed inventory of over 8,000 SKUs for a national warehouse providing repair parts for soda fountain equipment to service companies. Developed customized processes to measure parts usage/ordering patterns for use in creating restock orders and to perform physical warehouse inventory/cycle counts to ensure accuracy of on-hand inventory.

EDUCATION

Maryville University of Saint Louis, St. Louis, Missouri (2020-2022)
Bachelor of Science in Data Science, *magna cum laude* (GPA 3.74/4.00)

Relevant coursework:
- Predictive Modeling
- Programming Languages (Python, R, SAS, SQL)
- Statistical Modeling
- Probability
- Machine Learning/AI
- Big Data (Apache Spark)
- Advanced Calculus and Linear Algebra

CURRENT LICENSES/CERTIFICATES

- Informatica Certified Professional
  - Axon Data Governance Specialist
  - Enterprise Data Catalog Specialist
- Cornell University
  - Certificate in Data Analytics
- Microsoft Certified Solutions Associate (MCSA)
  - BI Reporting
- Microsoft Certified Professional
  - Querying Data with Transact-SQL
  - Analyzing & Visualizing Data with Power BI
  - Analyzing & Visualizing Data with Excel
- Federal Communications Commission (FCC)
  - Amateur Radio Operator – General Class

CURRENT TECHNICAL SKILLS/APPLICATIONS

- Informatica Enterprise Data Catalog
- Informatica Axon Data Governance
- Microsoft Power BI
- Microsoft Office
- Microsoft SQL Server
- Informatica Data Management Cloud – Cloud Data Integration (IDMC-CDI)
- Data Analysis and Reporting
- Troubleshooting/Problem Solving
- Technical Writing/Documentation

OLDER TECHNICAL CERTIFICATIONS/EXPERIENCE

- Avaya Intuity Interchange
  - System Administration
- Avaya Octel 200/300 Voice Messaging Server
  - Installation & Maintenance
  - System Administration
  - LAN Fundamentals
  - Analog and Digital Networking
- Avaya System 75 & DEFINITY G1/G3 PBX
  - System Administration
  - ACD & Vector Design
- Avaya 3B & CentreVu Call Management System
  - Administration
  - Custom Report Design
- Blackbaud eTapestry System Administration
- Cisco AVVID training and workshops:
  - CCNA INTRO and ICND
  - CallManager/VoIP Fundamentals
  - CVOICE and QoS Workshop
- Cisco Unity and Cisco Unity Express (CUE)
  - OJT installation and administration work
- IBM Midrange Systems
  - System/36, AS/400 Operator
- Siemens HiCom 300 E CS Release 6.5
  - Basic System Administration (DMS LC-WIN)
  - HDMS 5.0 Update

VOLUNTEER SERVICE

Civil Air Patrol – U.S. Air Force Auxiliary (2011-Present)
Current Grade: Major
Current Position: Assistant Cadet Programs Officer, Texas Wing Group 2
Previous Positions: Group Commander, Squadron Commander, Public Affairs Officer, IT Officer

Grayson County Amateur Radio Emergency Service (ARES) and SKYWARN (2012-Present)
Positions Held: Assistant Emergency Coordinator (AEC)/Public Information, Storm Spotter, Webmaster