

## Ryan Pierce

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### Education

Eastern Michigan University

Sept 2017-Dec 2020

Bachelors of Business Administration, Accounting & Information Systems

GPA: 3.42

Activities: ROTC, Endurance Runner, Rec Basketball, EMU Mentor Collective

### Objective

Accounting Information Systems graduate seeking a position that will further my professional development while utilizing my diverse background in multiple industries - automotive, business communications, and military operations. I'm a fast learner who is receptive to coaching. I have been noted for ability to problem solve effectively through the utilization of emotional intelligence and analytical thinking.

### Experience Highlights

**Coupa Software**, Technical Support Specialist – Ann Arbor, MI

Oct 2020-Present

- Assists internal users and external customers with installation, support, and license deployment.
- Provides first tier help desk support in customer installation troubleshooting of product offering.
- Utilize Salesforce.com to manage and issue licenses for new purchases, renewals, partner projects, and training.

**Army National Guard**, S3 (Operations) Assistant - Howell, MI

Oct 2014-Present

- Assist in the facilitation and planning of on-going and future operations for a 430-Soldier Battalion.
- Responsible for asset management, including electronic equipment repair and service.
- Develop and distribute Operations Orders to extend guidance to subordinate units.
- Growing leadership abilities through mentoring soldiers to uphold and abiding by Army Doctrine and Regulations.

**Ford Motor Company**, Service & Engineering Operations Intern - Dearborn, MI

Jun 2020-Aug 2020

- Develop dashboards, using R and Tableau, to analyze and visualize data to assist in decision making.
- Integrate HTML, CSS, and JavaScript into program to enhance appearance and quality of dashboard.
- Present work to management for continuous improvement of working files and programs.
- Utilize Alteryx to automate various data management processes.

**Faurecia Interior Systems**, Financial Analyst Intern, Saline, MI

Mar 2019-Jun 2020

- Completed various reports/KPIs to assist in internal analysis and decision making for a 1.4M sq ft plant.
- Performed capital maintenance, on \$178M of equipment, to properly account for new and existing assets or tooling.
- Developed macros in Excel to semi-automate reporting, using VBA.
- Prepared 12 month-end journal entries.

**Faurecia Interior Systems**, Sales Analyst Intern, Southfield, MI

Jun 2018-Mar 2019

- Utilized SAP to create pricing and scheduling agreements for production and service parts in 8 separate plants.
- Audited system data to ensure accuracy of information.
- Developed text and video work instructions to facilitate continuity after employee transition.

### Skills

#### Data Analysis:

- Utilized Microsoft Excel, SAP, Tableau, and R for data organization, validation, analysis, and visualization
- C#, Java, and SQL used in academic coursework

- Mentored new EMU students through Mentor Collective program
- Developed clear & concise work instructions to assist future employees

- Adhere to strict military standards regarding appearance and documentation
- Composed reports with multiple large datasets

#### Leadership:

#### Detail Orientation: