Ryan Pierce

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Education

Eastern Michigan University   *Sept 2017-Dec 2020*
Bachelor of Business Administration, Accounting & Information Systems
GPA: 3.55
Activities: ROTC, Endurance Runner, Rec Basketball, EMU Mentor Collective

Objective

Accounting Information Systems major 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, noted for ability to problem solve effectively through the utilization of emotional intelligence and analytical thinking.

Experience Highlights

LLamasoft, Customer Operations Technician – 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
- Manages, tracks, and issues licenses for new purchases, renewals, partner projects, training, etc.

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, Sales & 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 to obtain feedback and improve current working files and programs.
- Utilize Alteryx to automate various data management processes.

Faurecia Interior Systems, Financial Analyst Intern, Saline, MI   *Mar 2019-Jun 2020*

- Run and distribute various reports/KPIs to assist in internal analysis and decision making for a 1.4M sq ft plant.
- Tasked with asset management, on $178M of equipment, to properly account for new and existing assets or tooling.
- Develop and implement Excel macros to semi-automate reporting, using VBA.

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.
- Pulled and analyzed supplier data prior to entry, validation, and working-file updates.
- Ran various reports to analyze team performance and accuracy.

Skills

Data Analysis:

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

Leadership:

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

Detail Orientation:

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