Michael Brawner

I am a quick learning, hard-working, eager employee with an aptitude for Data and Automation. I love taking on a challenge and work well under pressure.
Sample projects are available on my website:
https://saxophoneshenanigans.github.io

Contact

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Skills

Python

Power BI

Data entry

Data Collection

Data Cleaning

Excel

Web Scraping

Machine Learning

Customer Service

Conflict Resolution

Deposit and withdrawal management

Work History

2020-11 - Current

Bank Operations Specialist II

Simmons First National Corp, Columbia, MO
Due to a change in company organization removing the department I previously worked for, my department and responsibilities significantly changed despite the job title remaining the same.

- Track and analyze reports to determine needed improvements.
- Enhance operational performance and reduce labor expenses by developing and optimizing standard practices.
- Use Python to model data and forecast trends.
- Generate easy to read reports of findings in Power BI and Excel to help management with making key decisions.
- Developed and updated tracking spreadsheets using Excel.
- Create Tools to improve efficiency on daily tasks for coworkers by over 50%.
- Assisted various departments with change by communicating new improvement plans and expectations.
- Monitor and maintain over 250 ATMs to make sure there are no errors.
- Develop methods for simplifying branch communication of ATM issues

2020-04 - 2020-11

Bank Operations Specialist II

Simmons First National Corp, Columbia, MO

- Tracked and analyzed reports to determine needed improvements.
- Enhanced operational performance and reduced labor expenses by developing and optimizing standard practices.
- Developed and updated tracking spreadsheets using Excel.
- Balanced and Oversaw internal department account.
- Located and Recovered over $1,500,000 in total errors, and missing cash and checks.
- Generated reports to assist management in tracking

employee performance and statistics.
- Trained new employees on error correction and correct procedures.

2020-01 - 2020-04

Video Teller III (Video Teller Team Lead)
Simmons First National Corp., Columbia, MO

- Assisted Operations Specialists with Error Research and Error Correction responsibilities
- Coached and aided tellers in methods of error correction and how best to explain to customers how a solution will be reached
- Updated and oversaw new teller training programs and documentation
- Upheld strict financial controls by keeping funds secure and accurately transferring monies
- Monitored customer behaviors and upheld strict protocols to prevent theft of assets
- Oversaw and assisted tellers as acting supervisor
- Checked amount details and fraud markers for transaction papers such as checks and money orders
- Accessed computerized financial information to answer questions related to specific accounts
- Assisted estimated 1000 customers each month while remaining poised and professional even in high-stress situations and when dealing with irate individuals

2018-08 - 2020-01

Video Teller
Landmark Bank (Now Simmons First National Corp.), Columbia, MO

- Assisted newer tellers and answered questions that arose
- Upheld strict financial controls by keeping funds secure and accurately transferring monies
- Monitored customer behaviors and upheld strict protocols to prevent theft of assets
- Checked amount details and fraud markers for transaction papers such as checks and money orders
- Accessed computerized financial information to answer questions related to specific accounts
- Assisted estimated 2000 customers each month while remaining poised and professional even in high-stress situations and when dealing with irate individuals
- Assisted customers with compromised debit cards and issued new credentials

2016-05 - 2018-08

Delivery Driver
Pizza Hut, Columbia, MO

- Determined best routes for driving to customer sites, accounting for such factors as weather and road construction
- Processed payments by debit card, made change and provided receipts
- Used excellent listening and problem-solving skills to

work with customers and quickly resolve concerns
- Processed POS transactions, including cash and credit purchases or refunds
- Trained as cook and provided back-up coverage to provide customers with optimal support
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies
- Trained new employees in basics of day to day operation

2014-03 - 2015-07

Help Desk Intern

MTM, Inc, St. Louis, MO
- Tested various computer equipment to confirm potential issues
- Formatted new PCs and installed required programs for use
- Installed and replaced new or faulty hardware as necessary
- Assessed and took inventory of available equipment
- Entered, formatted and standardized data
- Submitted warranty claims on faulty hardware

2013-08 - 2014-05

Laboratory Research Assistant

University of Missouri, Columbia, MO
- Planned, modified and executed research techniques, procedures and tests
- Digitized and organized data using Excel to streamline research procedures
- Assisted primary scientists with in-depth data research in both lab and office environments

Education

2013-08 - 2015-12

Chemistry

University of Missouri - Columbia, MO