MICHAEL J. HULMES, Sr.

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BUSINESS INTELLIGENCE / BUSINESS SYSTEMS / DATA MANAGEMENT / REPORTING / BUSINESS ANALYSIS

Dynamic IT business systems lead and analyst with over 25 years of experience supporting executive management and operational areas. An innovative operational business systems data analyst with a proven record of success in identifying, analyzing and managing of metrics, reports, and data to provide companywide business intelligence to optimize business processes and increase efficiencies. Effective skills in gathering requirements from various stakeholders and making sure it fits in the big picture of the system and process. Well rounded, detail-oriented, organized, assertive, hands-on and results-oriented individual with demonstrated results in business understanding, technical knowledge and customer focus.

BUSINESS SKILLS

- Statistical Analysis / Trending
- Database Management / Design
- Data Mapping & Modeling
- Business Intelligence

- Business Systems Support
- Report Development / Support
- Project Management
- Data Mining & Analysis

- Risk Mitigation
- Operational Efficiencies
- Training
- ETL

TECHNICAL SKILLS

Quantitative:	Statistical analysis (simple and multiple linear regression, confidence intervals, sampling, proportion, forecasting), data mining, data manipulation, data analytics, database, operations research
Programming Languages:	SQL, T-SQL
Software:	SQL Server Integrated Services (SSIS), SQL Server Reporting Services (SSRS), Microsoft SQL Server (SSDS, BIDS, Management Studio-V18.3.1), Cognos Reporting, Slack, JIRA, Confluence, SharePoint, Azure DevOps (ADO), Team Foundation Server (TFS), Balsamiq, Teradata SQL Assistant, SQL Workbench, Oracle SQL Developer, Ambari, Oracle Primavera (OPPM), TOAD , SalesForce.com, Crystal Reports, Hyperion, Brio Query, Microsoft (Word, Excel, PowerPoint, Project, Access, Visio), Google (Sheets, Forms)
Certifications	Certified Scrum Product Owner® (CSPO), Client Server Technology, Database Design

PROFESSIONAL EXPERIENCE

AFLAC, Pennsylvania   05/2021 – present

Business Analyst
Contract IT Business Analyst working with business stakeholders on analyzing data and report creation / enhancements in the Life, Absence, and Disability Insurance industry. Strategized with stakeholders on a regular basis to improve reports and processes, ensure business continuity and communicate any issues. Interacted with the scrum team to ensure Jira stories are completed as designed. Executed Unit testing to ensure stories were UAT ready. Led UAT activities in preparation for release into Production.

- Built and fostered strong business relationships with two critical business teams which historically did not trust IT.
- Developed a consistent, repeatable UAT process which balanced the business, development, and testing needs; where previously a SDLC was lacking.
- Facilitated business requirement sessions across Actuarial, Finance, Operations, and Production departments and created Jira stories for the scrum team to be assigned and work on.
- Translated business requirements into design specifications; which ensured on/off-shore developers to clearly understand.
- Utilized expert SQL skills to query ODS database to generate UAT expected results, ad-hoc reports and data analysis.
- Performed production support leveraging ODS database and business process expertise.
- Led the UAT and deployment of over 100 stories, which built and enhanced the acquisitioned business unit's reporting needs.
- Actively participated in the design and development of converting 26 datasets into Einstein Analytic reporting solutions.
- Thoroughly groomed the agile product backlog with the Product Owner to ensure the scrum team prioritized work properly.
- Worked with the Scrum of Scrums team to communicate the Jira stories being released and providing all appropriate documentation and Jira requirements for the weekly release into production.
- Collaborated with various technical colleagues (e.g. Database Administrators, architects, ETL developers …) to successfully complete special projects.
- Worked well with people from many different disciplines with varying levels of technical experience.

COMMENWEALTH OF PENNSYLVANIA, King of Prussia, Pennsylvania   08/2020 – 09/30/2020

BI/Data Reporting Manager

Contract BI/Data Reporting Manager starting from the ground up and creating necessary stream-lined processes to capture, validate, and report the data regarding the employees that are required for the Commonwealth's SLAs. Supported the integration process of SalesForce.com as our customer relationship management (CRM) system through: scrum standup meetings, demonstrations, requirement gatherings, and testing.

- Created tracking procedures for hours worked and attendance utilizing Google sheets for 20 supervisors to manage approximately 1000 phone reps to roll up and validated daily for SLA reporting.
- Responsible for the external client and stakeholder data and reporting metrics during the requirements and build of the contact tracer management system as it was being built in SalesForce.com.

ASSURANT SOLUTIONS, Wayne, Pennsylvania   03/2019 – 06/2020

Business Systems Analyst

Contract Business Systems Analyst focusing on triaging production support issues and analyzing systems to make sure all processes and systems run smoothly and according to requirements. Working in an agile environment across multiple scrum teams to build relationships, communicate and work together to make and manage necessary system changes utilizing Azure DevOps (ADO) / Team Foundation Server (TFS) and ServiceNow.

- Manipulate, transform and analyze data for various cross functional stakeholders while explaining and discussing through an interactive approach so all opinions were vetted, discussed and presented to team to determine final decisions.
- Responsible for a new scrum team focused on operational efficiency by leading meetings with cross-functional stakeholders to elicit functional and technical requirements through interviews, requirement workshops, and prototyping to create user stories, identifying and creating bugs, and creating wireframes in Balsamiq for successful sprints and project.
- Triaged identified errors and made appropriate financial and system adjustments to correct issues for operations, business, and customers within SLAs.
- Prepared, assigned and prioritized bugs to a scrum team and sprint while conversing with implementation manager, product owner, and business.
- Trained employees and colleagues on the business, systems, and its process to improve knowledge base across the company.
- Researched issues, background, and requirements while utilizing all system resources, subject matter experts, and SQL queries to capture the information needed to prepare the issue for the developers and testers to easily complete their work.
- Assisted in large implementation and upgrade projects by representing my department and participating in all necessary responsibilities such as: participating in meeting, identifying concerns, creating test cases, testing, continued follow-up on outstanding issues, and to complete the project successfully.

COMCAST, Philadelphia, Pennsylvania   10/2018 – 02/2019

Sr. Business Analyst

Contract Business Analyst working with developers and business to build and validate the data warehouse which involves communication, documentation, database management, testing, triage, support and maintenance of the data sources and databases for the enterprise business intelligence department. Provide ad-hoc analysis of data to upper management to assist with quality control and validation.

- Utilized and updated Jira and SharePoint to effectively manage our agile environment for our project that tests and analyzes data in the enterprise data warehouse.
- Managed data from its true source and verified that it is properly ingested into the appropriate database and then transformed into the appropriate database in the data warehouse.
- Created SQL queries in Teradata, Ambari, SQL Workbench and Oracle SQL Developer to perform user acceptance testing, data analysis and table validation.
- Utilized the source to target mapping (STTM) documents to create testing queries for test cases.
- Communicated and worked with various stakeholders on the project especially through our daily scrum call.
- Consolidated and submitted our department's weekly completed tasks to appropriate groups to finalize and track our work.

UNITED STATES GOLF ASSOCIATION, Warren, New Jersey   07/2017 – 11/2017

Sr. Technical Business Analyst

Contract Technical Business Analyst documenting requirements and source to target mapping (STM) while coordinating data modeling, ETL development, development and testing activities in an agile environment utilizing JIRA and Confluence with the offshore and onshore teams. Led meetings and presentations to communicate with the stakeholders to keep abreast of the current status and any issues that my team is encountering and what we are doing to correct the situation.

- Produced and updated STMs for the data warehouse requirements from multiple sources (i.e. SalesForce.com) while managing change requests and bugs.
- Created user stories and business requirement documents for the reporting project that uses SSRS and a web portal front end.
- Liaised between the departments (Business, Dev and QA) to lead and manage the projects and complete deliverables on time.
- Managed and tracked performance of SQL code, ETL and reports to compare against requirements.
- Researched and solved bugs and issues related to the projects.

BUCKEYE PARTNERS, L.P., Breinigsville, Pennsylvania   10/2016 – 2/2017

Business Intelligence / Data Analyst

Contract Analyst analyzing various data sources and the related data to setup the department's structure to create the connectivity between Cloud, SharePoint and JDE data to be accessible in the data warehouse and Cognos to provide Business Intelligence Reporting and analytics for management to make critical business decisions for efficiency and effectiveness.

- Established metrics program to provide insight into department data by creating SharePoint site for metrics to be accessed.
- Defined backend data sources in preparation to integrate into SQL data warehouse.
- Interfaced and communicated with BI team, consultants and business stakeholders to manage the data structure to satisfy the business requirements.
- Identified data and process issues as related to business and data sources while providing corrective measures to clean and validate data and prevent future issues.
- Implemented automated features in financial Excel reports to improve accuracy, efficiency and timeliness.

ALMAC CLINICAL TECHNOLOGIES, Souderton, Pennsylvania   8/2008 – 12/2015

Business Systems Data Analyst Lead (2012 – 2015)

Business systems lead assisting in implementing the business system strategy across the company by analyzing all operational data sources and business processes to be able to report and provide business intelligence for the company. Providing administration, management, reporting and operational support for key business systems within the company for operational business intelligence metrics using quality data, reports, dashboards and data visualization to make analytical results available for corporate decisions.

- Implemented enhancements as the Project Manager, Analyst (Business, Data, BI and Reporting) and Trainer using various SDLC methodologies (Agile, Iterative, Waterfall) on current systems to improve functionality and processes, stabilize databases, validate data, transfer data, and prevent loss of data. The objective in one system's enhancement helped prevent lost revenue (previously $2M) by implementing process controls between interactive systems.
- Created and managed SQL packages and jobs with ETL processes using SSIS of various types of connection links for data integration, accuracy, consistency and system functionality for company-wide business intelligence reporting.
- Provided reporting, analysis and self-service BI with SSRS for management to make strategic and tactical business decisions.
- Evaluated and provided comparative analysis on various business systems and reporting platforms to recommend solutions.
- Identified and recommended various departments' business needs to guide our process of determining the appropriate business systems needed within the company so our managers have the necessary information to strategically manage the business and their employees.
- Constructed business system data dictionary to manage metadata, formats, criteria, transformations, and calculations.
- Produced data mapping and data source dependencies analysis on various systems within the company.
- Led data management process to clean-up data in our business systems and data sources for quality management.
- Implemented and managed cross-functional pilot system on SharePoint to replace MS Access databases to manage study related data. Worked with multiple operational and technical groups within the company, in addition to external consultants, to define requirements, provide data mapping, generate data modeling, testing process, manage the build process, identify issues and manage the system deployment as the Project Manager, Business Analyst and Data Analyst.
- Assisted on consultant-based projects focusing on master data management, data governance, and business systems.

Financial / Operations Data Analyst (2008 – 2012)

Analyst using business intelligence in supporting business metrics, initiatives, and ad-hoc requests that provide executive management timely and accurate data that drives key business decisions for the entire company. Integrate all data from various sources for accurate and consistent reporting across the company. Support all levels of employees as a subject matter expert.

- Generated all new KPIs to provide a better data visualization for the executive management team to identify goals and trends.
- Utilized SSIS and Business Intelligence Development Studio (BIDS) to extract the data from a variety of data sources (Excel, Access, Oracle, SQL) into a SQL server to create a single, accurate and validated database for all reporting.
- Collaborated with various departments to identify new data fields, implement the necessary system changes and create the process to gather the data so critical metrics can be established.
- Automated many reports using SQL, SSIS, SSRS and Cognos to increase accuracy and provide cohesive data for management and high priority clients. This was a 90% overall monthly improvement.
- Performed a variety of ad-hoc data mining and analysis on operational and sales data to assist in management decisions.
- Created an Individual Employee Performance Scorecard and Individual Study Performance Scorecard by retrieving data from various disperse systems for all management levels to understand key factors of all employees and all studies.
- Created, updated and managed the Balanced Scorecard for the executive management team to use for themselves and in the Board room which represents an overall picture reflecting trends of what is happening in the key areas of the company.
- Developed a resourcing tool to manage capacity management by compiling the current projects, resource assignments and our pipeline to identify upcoming resourcing concerns for management.
- Supervised a weekly process and report of collaborating with various groups for risk mitigation of all active studies and updating management in all departments such as Finance, Development, Testing and Validation for their own objectives.
- Assisted in the migration to Oracle Financials by retrieving, mapping, verifying and migrating data to the new system.
- Created and documented process flow mapping of all operational processes of the business in the as-is state.
- Transformed and update various databases which included new fields, new complicated reports, personalized views, and new tables and queries to be used by various groups.
- Implemented and project managed time tracking system for entire division completing requirements, testing, migrating data, implementation, documentation, presentations, and training within timeline. Continued on as system administrator and reports developer.
- Provided data (actual vs budgeted, Change Requests…) and assisted Financial Controller in completing financial reports.

MERRILL LYNCH, PIERCE, FENNER, & SMITH, INC., Hopewell, New Jersey   1995 – 2008

Marketing / Business Analyst, Assistant Vice President (2006 – 2008)

Analyst and project manager supporting ad-hoc projects and initiatives for multiple areas and products in the retirement group. Manage the SalesForce database as the Database Administrator for the marketing department including requirements gathering, wireframing, creating/modifying fields; running ad-hoc reports; training users; and working with more than 130 end-users from sales persons, product managers, sales managers, and all levels of upper management.

- Reduced database data integrity issues by 96%. Ensure database data integrity by creating data integrity rules with Hyperion Brio software. Run verifications, and resolve and report on any data integrity concerns.
- Suggested several successful marketing campaigns by translating results of data analysis into actionable sales campaigns. Work in collaboration with Product and Sales Managers on the development of all new campaigns.
- Performed quantitative analysis to measure success of sales initiatives.
- Automated monthly SalesForce.com data export process and reduced time by 88%.
- Decreased processing time by 80% for the production of 31 specialized territory report scorecards by automating various features (Brio query, Access, Excel).
- Trained and mentored various levels of users in SalesForce.com database.
- Initiated department procedures for all employees to comply with client privacy regulations.

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Survey / Proposal Consultant, Assistant Vice President (2002 – 2006)
Project manager responsible for updating published surveys and databases seen in industry magazines and websites with statistical data regarding the retirement group. Additional project management expertise in the production of RFPs.

- Produced proposals in a fast-paced environment that met or exceeded allocated parameters and timeline for benefits prospects with assets of up to $1.7 billion for Defined Contribution, Defined Benefit, Non-Qualified Deferred Compensation, and Integrated Benefits plans.
- Awarded *2003 Top RFP Support Consultant*.
- Updated, delivered, managed, and maintained a detailed history and documentation of all consultant databases, Web sites, search engines, marketplace surveys, industry surveys, and questionnaires within all appropriate deadlines.
- Researched, gathered, sorted, and maintained quarterly statistical firm-wide data referenced in proposals, databases, surveys, Web sites, and questionnaires catalogued by various products and services (i.e. 401(k), PS, 529, 403(b)…).
- Tracked and maintained departmental production reports.
- Created and maintained a multi-layer database to respond to RFPs, which contained more than 1,000 records.
- Trained, developed, and mentored new team members on the process and the Pragmatech Suite software.
- Collaborated with internal subject matter experts to complete all aspects of the proposal process.
- Created and implemented departmental processes and procedures for compliance and managers.

Interim RFP Group Manager, Assistant Vice President (2004)
Served as manager during a six-month period for a group of ten employees encompassing all aspects of the proposal process from the relationship with the sales managers, consultant manager, underwriter, pricing manager, broker, and RFP consultant through production and mailing. Additionally, managed employee issues and concerns while reporting to upper management.

- Managed an increase of approximately 38% of requests from the previous year without any service issues.
- Tracked and maintained departmental production reports.
- Mentored colleagues on how to expand their technical knowledge of our systems and process.

Project Manager / Staff Assistant (2001 – 2002)
Responsible for business resumption/contingency plan, department website, MIS/Business Intelligence reporting, special projects and ad-hoc requests.

- Supervised site move of 100 employees from Somerset to the Hopewell complex.
- Managed and maintained all aspects of departmental MIS for five areas in a weekly report to upper management.
- Created and maintained Business Resumption/Contingency plans for 200 employees on a Web-based database.
- Oversaw all aspects of the interactive departmental website.

Staff Assistant (1998 – 2001)
Project manager responsible for all department, employee and complex/site issues.

- Created Brio queries for ad-hoc reports and analysis from the recordkeeping database for departmental needs.
- Tracked and reported to upper management on the conversion process of business market plans that were sold to Bisys.
- Utilized and updated multiple databases for tracking employee information and gathering client data.
- Created and maintained Business Resumption/Contingency plans for the department on a Web-based database.

401(k) Account Representative (1995 – 1998)
Customer service manager responsible for daily activity for more than 50 retirement plans and maintaining pleasant business relations with the brokers and external clients.

- Established a specialized group to improve process by focusing solely on completing accurate de-conversions as well as termination procedures for accuracy and compliance.
- Awarded 1996 *Team Player Award* and *Star Performer Award.*

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EDUCATION

THE PENNSYLVANIA STATE UNIVERSITY, Malvern, PA
Master of Science — Information Science

THE PENNSYLVANIA STATE UNIVERSITY, State College, PA
Bachelor of Science — Quantitative Business Analysis

THE PENNSYLVANIA STATE UNIVERSITY, Malvern, PA
Database Design Certificate Program — Database Design and Modeling, SQL, and PL/SQL

THE PENNSYLVANIA STATE UNIVERSITY, Malvern, PA
Client/Server Technology Certification
- Client/server architecture fundamentals, relational database analysis and design, and network communication systems
- Full life cycle development using Oracle, Visual Basic, and PowerBuilder

INTEREST

Special Olympics Coach/Volunteer – Working with special needs children and adults by teaching them how to improve their skills so they can compete to the best of their abilities in various sports (bowling, swimming, basketball and track). Provide assistance to the sports team to make it as enjoyable and successful to the special needs children and adults.