

# MICHAEL HANKO

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## Key Skills

- Working knowledge of multiple ERP & CRM systems
- Proficient in SQL Server database management
- Data analysis & design
- REST & SOAP API usage & management
- All MS Office suite products. Proficient in Excel
- SQL queries, stored procedures, and views
- Team building, management, and training
- Analytical, logical, and problem solving skills
- Cloud services including AWS, Azure
- ERP, EDI, and automation system technologies
- SQL Server Reporting Services (SSRS)
- Docker, Kubertnetes, Python, LAMP stack

## ERP/CRM Summary

Dynamics • SAP • Epicor • Oracle • IFS • NxGen • Quickbooks • Lawson • Salesforce

## Professional Experience

Origami Risk, Chicago, IL	2022 to Present
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### **Technical Consultant**

- Communicates design and architecture decisions to senior consultants and Client Executives and supports their efforts during execution phase
- In collaboration with the Project Manager, directs work efforts of project team (Client Executive, Data Conversion Analyst, Ris Hands on configuration of system per direction of senior consultants and Client Executive, including building integration, data conversions and unit testing k Business Analyst)
- Hands on configuration of system per direction of senior consultants and Client Executive, including building integration, data conversions and unit testing
- Make recommendations on system configuration to support a client's business goals and objectives
- Provide feedback on existing products and contribute to the design of new product features. Liaison between customer use and the product road map. (Act as a conduit between customer and product team to communicate customer feature requests and product gaps.) Manage project plans and drive overall project accountability

Zywave, Milwaukee, WI	2020 to 2022
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### **Data Analyst – Integrations Specialist**

- Collaborate with internal and external business associates to complete the setup of data integration points and ensure data is successfully synchronized between systems
- Provide technical expertise and guidance to Zywave partners and assist with the implementation and support of Zywave applications, both internally and for our customers
- Map data between web-based applications using a variety of third-party data mapping software platforms, including Dynamics 365, Salesforce, and Tibco Scribe
- Interface with Zywave clients and third parties as needed to successfully troubleshoot and resolve configuration setup issues
- Assist with Data Services team training and cross-department support and training efforts

KEY2ACT, New Berlin, WI	2014 to 2020
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### **Solution Consultant**

- Engage in qualified opportunities as identified by our customer sales teams, work collaboratively with them and our reselling partners through the sales cycle
- Use industry knowledge and language to illustrate our solutions, supporting and empowering the existing customer sales teams and reselling partners
- Develop product demonstrations and prepare systems for presentation to prospects or customers
- Use information gathered from prospects and partners to ensure demonstrations are effective at showing how

our products can benefit the customer

- Maintain a personal demonstration server and build sample data for demonstrations
- Capture demonstration details with the opportunity record to support accurate product and services pricing proposals and contribute to seamless sales-to-consulting handoff
- Work with professional services to build and maintain the alignment of technical information shared pre/post sales
- Write complex SQL queries and create stored procedures used to develop operational and financial reports
- Create, maintain, and troubleshoot SQL Server Reporting Services (SSRS) reports and dashboards
- Developed training material and led Reporting, Job Cost, and SQL sessions for Synergy conference

#### **Support Analyst**

- Managed and resolved incoming customer support incidents that consisted of customer application questions and problems in the areas of setup. Product functionality, testing, troubleshoot, and bugs/enhancements for KEY2ACT products and Dynamics GP
- Facilitated issue resolution by being a liaison between our customers and internal teams
- Communicated status of support incidents timely to clients and internal parties as needed
- Assisted in testing major releases, service packs, and hotfixes as part of quality assurance
- Assisted in implementation of a new automation tool for Support Center and provided resources to aid department in utilizing the application's API

<b>Johnson Controls, Glendale, WI</b>	2013 to 2014
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#### **Senior Representative**

- Team lead/coach for Office 365 migration for Accounts Payable
- Set up SharePoint sites for Accounts Payable, as well as provided training for SharePoint and Outlook
- Proven analytical and problem solving skills; help department members daily with IT related issues
- Work with supplier inquiry team to answer phone calls and emails to suppliers
- Assisted with centralizing invoice processing, including report creation and analysis to drive down backlogged and aged invoices
- Analyze, audit, and process supplier invoices
- Review and process employee expense reports

<b>Merge Healthcare, Hartland, WI</b>	2010 to 2013
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#### **AP Accountant**

- Analyzed, audited, and processed employee expense reports and corporate invoices
- Kept and filed W9's and processed all 1099's
- Complied with SOX laws and promptly replied to auditors
- Coded expense accounts for all purchase orders
- Continually improved processes through software research and automation, including uploads to reduce manual processing
- Developed cross-functional understanding with different account groups, including purchasing and general ledger
- Posted journal entries, reconciled balance sheet accounts, and booked all accruals

### **Education**

<b>University of Wisconsin, Stevens Point, WI</b>	2006
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*BS – Business Administration, Mathematics*

### **Hobbies & Interests**

- Linux server and network administration
- Bash and AHK scripting to increase productivity
- Website administration and design (Wordpress and Hugo)
- Virtualization technologies