

MICHAEL HANKO

Hubertus, WI 53033 | 262.345.4223 | mphanko@gmail.com | https://mphanko.com

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

Zywave, Milwaukee, WI	2020 to Present
-----------------------	-----------------

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
-------------------------	--------------

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

Johnson Controls, Glendale, WI	2013 to 2014
---------------------------------------	--------------

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

Merge Healthcare, Hartland, WI	2010 to 2013
---------------------------------------	--------------

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

University of Wisconsin, Stevens Point, WI	2006
---	------

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