

Michael Babick

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EDUCATION

Texas Tech University, Rawls College of Business Administration

Lubbock, Texas

Bachelor of Business Administration, Management Information Systems

Graduation: December 2018

- Concentration in Business Analysis
- Cumulative GPA: 3.385
- Dean's List: Spring 2016, Fall 2017
- International business experience in Shanghai and Beijing, China

WORK EXPERIENCE

Tyler Technologies

Dallas, Texas

Implementation Consultant, Incode Utility Billing

December 2018 - Present

- Work with clients to analyze and document current business practices while identifying opportunities for greater efficiency
- Configure software to meet client specifications and work toward creative solutions to address shortcomings as required
- Collaborate with client and conversion developers to assist in mapping legacy data to Incode as needed
- Conduct end user training and user acceptance testing to validate conversion and configuration
- Assist clients with software go live managing and real time training of multiple client users in high stress environments
- Create tools to automate sign off document generation and track project status and notes on a highly detailed level
- Implement high profile and strategic contracts as well as escalated clients
- Train new employees on the software and the implementation process

Tyler Technologies

Lubbock, Texas

Project Management Intern

September 2017 - December 2018

- Develop algorithms in Microsoft Excel to expedite necessary daily and weekly functions
- Cross reference scheduling for resources and projects in PSA ChangePoint to perform weekly audit
- Assist project managers in any capacity including but not limited to agenda creation, and scheduling
- Document and design processes for easy handoff from individual to individual while ensuring consistency

Business Administration Computing Services, Texas Tech University

Lubbock, Texas

Student Assistant

September 2016 - Present

- Assist students in troubleshooting issues with technology
- Provide support to faculty and staff with classroom technology

RSM US LLP

Denver, Colorado

Technology and Management Consulting Intern, Infrastructure Practice

June 2018 – August 2018

- Set up equipment for client delivery
- Aided staff with research on utilizing PowerShell for Azure deployment automation
- Developed documentation best practices for use in QuickBase to serve as a runbook for client projects

Concentre Group

Dallas, Texas

Marketing Intern

February 2017 - September 2017

- Updated Insightly CRM to track current and prospective clients and leads
- Worked under CMO to prepare for sales meetings and assist in daily marketing functions
- Analyzed and present data from newsletters, Hootsuite, social media platforms and Google Analytics

Thought, Innovation, and Entrepreneurship Academy, Inc.

Lubbock, Texas

Chief Operating Officer and Co-Founder

May 2016 - March 2017

- Planned and organized workshops after securing contracts from customers
- Taught innovation and entrepreneurship to high school students through a hands-on workshop
- Updated company website and other online tools which kept the company's strategic initiatives organized

Essilor USA

Dallas, Texas

Customer Experience Intern

June 2014 - January 2017

- Aided in development of Salesforce CRM working in a cross functional team to test user interface
- Analyzed KPI's in Cisco Intelligence Center to rejuvenate best practices and integrate with Salesforce CRM

Social Media Delivered

Carrollton, Texas

Social Media Assistant

September 2014 - November 2016

- Wrote and produced content to engage prospective customers on behalf of our client
- Functioned as client lead which included managing Twitter, Instagram, and Facebook
- Practiced and developed new methods of tracking return on investment for social media efforts