PHILLIP MICK

419-343-9353 | phillip.mick@gmail.com | www.linkedin.com/in/phil-mick-b4737019/

Diverse industry experience rapidly understanding system, process, or procedure pain points, gathering relevant data, and devising ROI-focused solutions. Recognized as a change champion for driving future technology, leveraging best practices, and the latest in cloud technology to reduce costs, improve efficiencies, and maximize the bottom line. Thrives in deadline-driven environments. Works well within a team as well as an individual contributor. Outside-the-box strategist who collaborates with project stakeholders to empower leadership in making data-driven decisions.

AREAS OF EXPERTISE

Team Leadership • Project Management • Business Analytics • Reporting • Modeling • Compliance • Planning
Change Champion DevOps Practices Cloud Technology Cost Reduction Vendor Relations • Process Improvement
Stakeholder & Customer Relations • Reporting Tools/ Dashboards • KPI Metrics • Forecasting • Deadline Driven

Technical Snapshot: AWS Management Console, SAS, R, SQL, HTML5, Python 3, and SharePoint Online

CAREER HISTORY

Nationwide Mutual Insurance Company   **2016 – 2020**
U.S. insurance/financial services company with 34K employees. Annual revenue $46.5B.

APPLICATION RELEASE MANAGER, SPECIALIST • 2018 - 2020
Promoted from intern to increasing levels of leadership and responsibility. Most current project involved resolvion a 200 defect backlog. Analyzed, suspended, and prioritized defects. Innovated morale/productivity increasing events such as holding "defect days" where the team fixed as many defects in a day as possible. Reduced backlog 50% within 12 months. Managed the major migration of our internet life sales application from Java-hosting to AWS. Rapidly learned the AWS platform to become the SME and support the developers. Mentored relevant staff to prepare for the AWS Solutions Architect Associate exam.
- Influenced the final AWS architecture that led to a cost savings of 94% compared to pre-migration.
- Monitored Cloud costs in AWS Cloudwatch.
- Ensured application hosting costs did not exceed expectations by setting up alarms in Cloudwatch.
- Drove the culture shift from large to small, low risk releases resulted in 50% more frequent releases. This also reduced large enterprise releases from 60 in 2018 to <10 in 2019.
- Collaborated with the run team to join a weekly review of security vulnerabilities for the direct sales applications. This led to a reduction in vulnerabilities by 20% and the average time to remediate by 10%.
- Migrated two critical applications from Java Web Hosting to the Nitro Platform(Hybrid onpremesis cloud).
- Identified and removed blockers for developers, provisioned and configurion resources on the new platforms. This reduced the future cost of hosting by $50K per application, per year.
- Drove teams to utilize tools that deployed applications with minimal risk during business hours through zero downtime releases.

IT PROCESS MANAGEMENT, SR. ANALYST • 2016 - 2018
Optimized collaboration and workflow transparency of projects across teams when implementing changes to Visual Management System boards. Improved efficiencies for the I&O and the ECTO offices. Participated in executive level meetings to take notes and distribute action items throughout the organization.
- Innovated a process for operations leaders to self manage team spaces — reduced rent rates 25% and total audit time (allowing more frequent audits for the organization's benefit).
- Administered a $500K budget for the annual all IT associate team member meeting.
- Used negotiation and relationship development skills to reduce vendor pricing including AV costs by 30% and overall costs of production 18%.
- Built and managed 10+ SharePoint sites with tasks including site building, migrating and archiving documents, as well as answering any requests and providing thought leadership.

PORTFOLIO COORDINATOR INTERN • 2016

Hired by industry leader Nationwide Insurance to review, verify, and enhance Customer Service and Billing (CSB) training documents and process flow diagrams. Served as a key member on an Estimating Accuracy Project with an aim at pinpointing inefficiencies within the BSA.

- Compiled data for capacity and demand reports within the CSB Business Solution Area.
- Learned and performed audit work requests to verify information accuracy for upper level management to make major budget decisions.

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Career Note: Additional experience as **National Sales Jr. Account Manager** at **Burkett & Sons** — gained key customer service and communication skills. Researched vendors and negotiated terms to ensure customer satisfaction and loyalty. Gained 10% greater repeat customers compared with other national sales associates.

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CERTIFICATIONS & EDUCATION

Certified AWS Cloud Practitioner – Oct. 2018

M.S. ~ Concentration: Data Analytics
Franklin University – In process anticipated graduation 2022

B.B.A. ~ Information Systems/Professional Sales Minor: Entrepreneurship
The University of Toledo

ADDITIONAL PROJECTS

PROJECT LEADER, Ball State Information Systems Case Competition — Led the team to build a multi-page training grounds for a Fortune 500 company. Delegated tasks, defined overall scope, and managed schedule.
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