

AUSTIN MULKA

DATA ANALYST 📍 CANTON, MI, UNITED STATES 📞 734-329-1308

◦ DETAILS ◦

Canton, MI
United States
734-329-1308
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◦ SKILLS ◦

Ability to Learn Quickly
Studying and Testing
Creative Problem Solving
Technical Support
Scholarly and Academic Research
FP&A
Excel VBA/Macros/Tables
Financial Modeling
Data Analysis
Performance Tracking
HTML/CSS/JavaScript
Python/Java/C+
Data Structures

👤 PROFILE

Resourceful and quick-learning analyst with experience in supply chain management, finance, and database systems. Bringing forth a motivated attitude and a variety of skills. Able to effectively self-manage during independent projects, as well as collaborate in a team setting. Adept in making key decisions and working with other professionals to achieve goals and solve problems. Experience with receiving and monitoring data from multiple data streams, including Access, SQL, and Excel data sources.

📁 EMPLOYMENT HISTORY

📁 Surge Support Specialist at Turn2Partners, Canton, MI

July 2022 — Present

- Providing technical support to borrowers navigating their capital access financial systems accounts.
- Unlocking, resetting, and suspending user accounts for borrowers, lenders, partners, and employees.
- Researching and resolving various technical difficulties for users during account creation and set-up.
- Managing customer conflict through challenging situations and as needed reporting/escalating issues through appropriate channels/
- Multitasking through multiple computer software programs while interacting with customers.

📁 Financial Analyst at Turn2Partners, Canton

May 2022 — July 2022

- Responded to incoming phone calls and emails from Small Businesses regarding the Covid-19 Economic Injury Disaster loan
- Answered questions regarding loan status, loan origination, and qualifications, as well as support, navigating the federal loan portal.
- Supported lenders and small business owners as they navigate a variety of loan products issued by the CARES Federal Stimulus.
- Accurately comprehended, analyzed, and interpreted financial data.
- Brought forth an in-depth knowledge of financial terms.

📁 Logistics Analyst at Expeditors, Romulus, MI

May 2020 — January 2021

- Maintained compliance standards at all times: including internal policies and procedures, external government regulations and customer requirements.
- Handled and oversaw the daily transport of freight from supplier, to transit, and delivery.
- Managed rush expedite of production shipments from beginning to end of transportation cycle while identifying and solving problems throughout all load statuses.
- Submitted FASTs and MXs to US customs for border clearance.
- Reviewed and monitored reports to understand individual performance, impact and opportunities for development.

📁 Information Desk Clerk at Ann Arbor District Library, Ann Arbor, MI

October 2019 — February 2021

- Answered telephone calls to field inquiries from clients, students, vendors and various other callers seeking information.

- Answered patrons' questions via library's online chat reference service to assist with broad variety of research topics.
- Assisted students and scholars with researching of scholarly information utilizing database and journals including JSTOR, PubMed, Google Scholar, ABI, and ScienceDirect and others.
- Maintained and updated patron records in library system database.
- Kept up to date on all library systems, management models, ILS, MELCAT, and various software used for collecting, storing, organizing, and retrieve information.

Book-Pro at Ann Arbor District Library, Ann Arbor, MI

March 2019 — October 2019

- Processed, rerouted, and stocked incoming and outgoing books, magazines, newspapers, MELCAT, art, CDs, and other materials. Managed and updated records of circulation materials, holds, fees, reservations, and new issues.
- Repaired or replaced damaged items to maintain continuity of service. Promoted library through public relations avenues such as library website and newsletter.
- Took on the role of effectively troubleshooting PCs, software, printers and other equipment for the entire design department.
- Utilized Excel, Millennium, DCB, Evergreen and various book processing software for quantitative and statistical reporting while maintaining prompt and reliable records.
- Provided excellent customer service by helping staff members and/or patrons locate materials on the shelves or in the processing area. Placed books on proper shelves when returned to circulation.

Public Policy Fellow at Charles Koch Institute , Arlington, VA

January 2017 — July 2017

- Learned the basics of Market Based Management while participating in various workshops, simulations, readings, discussions, and presentations.
- Offered strategic recommendations for updates to institutional programs and policies, factoring in current political climate and trends.
- Identified, researched and tracked legislative issues relevant to current public issues.
- Analyzed policy to review selected operations, programs and practices using a data-driven approach to identify areas of concern and devise improvements.
- Generated, analyzed and reported data to forecast market trends and explain economic phenomena.

Library Assistant at Madigian Library, Dearborn, MI

March 2015 — November 2016

- Kept library shelves and printed materials well-stocked and organized according to the established system.
- Located desired customer items through interlibrary loan system and coordinated deliveries.
- Showed patrons where to find library resources and collected equipment, reference pieces and other items.
- Mitigated librarian workload by independently managing basic patron requests and locating materials.
- Cataloged and sorted books and library materials.

Library Aide at Bradner Library , Livonia, MI

March 2012 — December 2014

- Unpacked new materials, sorted mail, and prepared materials for circulation.
- Prepared periodicals for the bindery, and/or inventory the collection.
- Assisted library users in locating information and materials.
- Placed books on proper shelves when returned to circulation.
- Maintained a secure environment by monitoring visitors at the front desk.

 **EDUCATION**

○ **English/Linguistics , University of Michigan - Dearborn, Dearborn**

August 2015 — December 2018

Cum Laude

○ **Political Science, Philosophy, and Economics. , Hope College, Holland**

December 2014 — April 2015

3.5 GPA.

○ **Liberal Arts, Schoolcraft College, Livonia**

August 2012 — June 2014

Magna Cum Laude