Michael Kendrick

10523 Standing Stone Dr, Wimauma, FL 33598

(904) 469-0659 primary phone

michael.kendrick@gmail.com

Summary	**An experienced Information Systems manager with a proven track record of developing robust, scalable reporting systems and applications from the ground up. 22+ years in the banking, mortgage, and credit card industries, with experience in nearly all aspects of call center operations. Expert in the design, development, and delivery of cost-effective, high-performance technology solutions.**

Technology, Platform, & Process Experience	• Systems Development Life Cycle (SDLC) and Production Support • Front-end development technologies including PHP, ASP, Visual Basic, Python, Javascript, CSS, AJAX, ExtJS, and DHTML/HTML • Database systems including Oracle, MySQL, and MS SQL Server • Server platforms including Apache and IIS • Business Intelligence applications including Actuate and Cognos • Comfortable in Windows, UNIX, Linux, and MacOS

Work Experience	**HSBC Card Services; Tampa, FL**	2000-2017

Senior Manager and Vice President, Information Systems (2007-2017)
MIS Manager (2003-2007)
Sr. MIS Analyst; MIS Specialist (2000-2003)

Responsibilities (2007-2017):
- Provide strategic direction for operational reporting in Card & Retail Services, Retail Banking, Mortgage Servicing, and Consumer Lending
- Management of an international, cross-functional development team spread between as many as concurrent eight sites in the U.S. and India
- Documentation of business rules and development of functional and technical requirements and specifications for incoming project requests from business contacts
- Design, development, and implementation of web-based reporting and desktop end-user applications
- Oversight of installation, maintenance, administration, and support of web and database servers used in reporting applications
- Provide ongoing production support for servers, reporting, and applications
- Act as primary liaison between customers and development team, communicating project status and assisting with development of project requests

Accomplishments:
- Developed a complete online operational reporting system which was implemented as a best-practice across Card & Retail Operations, including installation and configuration of web and database servers, development of web applications, reports, and ETL processes and data channels. System reported on all aspects of call center performance, including both agent and department-level customer servicing, collections, scheduling, coaching, and time management measures.
- Planned and managed the reporting and database integration for multiple business units and functions as the scope of the department increased, including the addition of reporting for retail banking, wealth management, and mortgage servicing.
- Designed and developed an in-house project and incident management application which was still currently in use in several departments as of 2016.
- Oversaw administrative functions for database and applications, including multiple migrations of reporting applications to new data centers in 2005, 2007, 2010, and 2014, and disaster recovery exercises (DREs) for all technical infrastructure, migrating processing between data centers, in 2014 and 2015

Citibank; Jacksonville, FL   1994-2000

Quality Analyst (1997-2000)
Associate Response Center Specialist (1995-1997)
Customer Service Representative (1994-1995)

Responsibilities/Accomplishments:
- Developed an online, web-based front-end interface for the Customer Service Quality department
- Developed a web-based outbound customer letter templating application to speed processing of written customer contacts for Government Card Services
- Monitor customer service calls and deliver feedback on their quality of service
- Provide world-class customer service to credit card customers in a fast-paced financial services company

Education	BS, Information Technology	2005
	University of Phoenix	

References	Available upon request