

Mike Palacios

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Qualifications

Highly motivated individual, with excellent analytical, communication and organizational skills, a focused attention to detail, and an ambition to achieve excellence, looking for a challenging position in a company that provides opportunities for advancement.

Experience

2006-2009 Damiani USA New York, NY

Logistics

- Planned and controlled the flow of goods and materials. Established EDI system to minimize errors and to conform to trading partners' specifications. Established and maintained a GS1 issued UPC barcode system to label and track inventory efficiently. Organized the movement of the sales force's equipment and supplies, tracked imports, allocated orders. Inventory reconciliation.

Customer Service

- Maintained an up-to-date catalog of retailer vendor guides, including routing, shipping compliance and product development guides. Created EDI style masters. Customer relations.
- Supervised the Repair Dept. and all its outsourced services.

IT Administrator

- Coordinated and supervised all outsourced services for IT Dept., system administrator, set-up and maintenance of EDI systems and communication devices, provided immediate availability of images for proofing and digital catalogues.
- Business analysis and research for migration to SAP
- Investigate, troubleshoot, escalate and facilitate resolution of day-to-day issues.

Account Manager

- Supervised shipping operations. Customer Service contact.
- Tracked imports, created style masters, allocated orders, invoiced, customer relations, inventory reconciliation, logistics

Consultant

- Communication Systems' optimization and streamlining of processes for efficiency.
- Maintenance of all communication systems. (telephones, faxes, e-mail, work stations, intranet, website)

Data Analyst / Interactive Learning Designer

- Contract auditor for all corporate accounts and individual memberships for multiple locations
- Account reconciliation, quality control, system information maintenance and IT work, and training new employees
- Accurate file maintenance for vendors and clients, spreadsheets, invoicing, statements, credit & collection, receivables maintenance & analysis, budget reports, Web page design for special marketing projects.
- Implemented new operational and auditing systems to improve efficiency and productivity

1999-present Celestiall New York, NY

Multimedia / Information Systems Specialist

- Event coverage, editing, post-production.
- Art, image manipulation and restoration, graphic design for print, web, and video.
- Web site design: FLASH/ActionScript and HTML/JavaScript
- Content creation, graphics, animation, file processing and archiving, integration, testing, refining, and publishing.
- Familiar with PC and MAC platforms
- Information Systems Consultant for Unitrade LLC.: URL: <http://www.unitradelinc.net>

- Webmaster for Imex Trading Inc.: URL <http://www.imextr.net>
- Consulted on layout and image selection for Christopher Whitney Photography.
- Digital systems consultant for Christopher Whitney Photography: URL <http://www.whitneyphoto.com/>
- Web Designer for Dzul Dance Company: URL <http://www.dzuldance.com>
- EDI systems consultant for Yigal Azrouel: URL <http://www.yigal-azrouel.com>
- Web designer for The coco Farm: URL <http://www.thecocofarm.com>
- Systems maintenance and upgrades, software and hardware installation.
- Graphic designer for web advertising and magazine advertising for Enrique Bocobo Constructs: URL <http://www.enriquezbocobo.com>
Designed and produced advertisements for Enriquez Bocobo Constructs. Ads were featured in: Metropolis Magazine: May, 2003, June 2003 DWELL Magazine: June, 2003
- Designed logo and animation for Enriquez Bocobo Constructs. Featured on www.dwellmag.com
- Designed logo for Rita Wilcox: URL <http://www.ritawilcox.com>
- Designed advertisement for CitiCard: URL <http://www.creditcards.com>
- Art Director for the short film "Sick Day"

1999-2000 WRED -TV Queens, NY

Editor, Producer, Writer, Director

- Scriptwriter -16 shows.
- Produced 4, featured segments for WRED –TV.
- Technical Director - 4 shows, Director -1 show.
- Editor – Show segments and features

Education

1996-2000 St. John's University Jamaica, New York

- **B.S. Management.**

Software Experience

MS Word, Excel, Access, Front Page, PowerPoint,
Goldmine, Minitab, Quark Express,
Photoshop, Illustrator, Acrobat/Distiller, Image Ready,
Premiere, After Effects, Avid, Pinnacle Impressions DVD Pro,
Sony Vegas, Dreamweaver, Fireworks, Flash, ActionScript, HTML, JavaScript, CCS, SAP, EDI
plus various proprietary business applications

Languages

Spanish/English/Italian