

Michael Davis-Young

"I learned the system down to the atom — then built a dashboard so nobody else had to."

eProcurement Systems Analyst

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PROFESSIONAL SUMMARY

eProcurement Systems Analyst experienced in B2B integrations, punchout, catalog management, and customer support. Builds AI-assisted prototypes that turn procurement data into clear answers and define system requirements for IT.

SKILLS

Technical: eProcurement Systems, Third-Party Procurement Integrations, Punchout Setup, Catalog Management, B2B Account Management, Data Reconciliation & Cross-Referencing, HTML Dashboards, Tableau, Excel, ChatGPT Enterprise (AI-Assisted Reporting)

Platforms: OPS, Yardi, Bottomline (Nexus), Entrata, Coupa

Professional: Communication, Conflict Resolution, Team Collaboration

PROFESSIONAL EXPERIENCE

eProcurement Systems Analyst

Sept 2023 – Present

Lowe's Corporate Office | Mooresville, NC

- Use ChatGPT Enterprise to build working prototype tools (a team dashboard and an audit report) that serve as proof-of-concept examples for IT, defining the systems and requirements eProcurement needs.
- Manage third-party procurement setups and integrations for 800+ property management companies (PMCs) and their property portfolios across OPS, Yardi, Bottomline (Nexus), Entrata, and Coupa.
- Merged a Tableau report and master customer list into one self-contained HTML dashboard with no desktop app load, refresh, or timeouts, saving ~30 seconds to 1–2 minutes per ticket; source files can't be moved or edited.
- Cross-referenced Tableau and master-list customer name formats so the correct PMC and property info display.
- Update three dashboard reports daily, including after new integrations; added a per-PMC property mapping view so teammates can validate their own work.
- Built a daily New Accounts report from the dashboard's data sources that flags every account created in the last 24 hours, giving the team visibility that didn't exist before and cutting down Sales status inquiries.
- Developed an AI-powered audit report that runs a full audit of any of 800+ PMCs across third-party platforms and invoices, flagging unmapped accounts, accounts available for setup, accounts to create on the platform, and correctly mapped active accounts, plus each property's open invoice count and upload status.
- Presented dashboard to supporting departments; used by the full team and manager, adopted by a ~6-person partner team, and expanding to Accounting (~12 people) as a reference for mapping third-party accounts.
- Building a sales export that pulls a management company's properties and translates eProcurement issues into sales terms, so sales knows what action is needed without eProcurement expertise.

Ecommerce Support Specialist

2022 – 2023

AZ Partsmaster

- Reported to the VP of IT, facilitating third-party procurement system integrations.
- Oversaw B2B account management and established punchout credentials for customer accounts.
- Uploaded product catalogs and refined product descriptions.
- Tested website updates from the development team and provided feedback.

Customer Support Specialist

2021 – 2022

AZ Partsmaster

- Supported customers and account managers across multiple states with orders, quotes, and product knowledge.

Claims Resolution Specialist

2016 – 2020

First American Home Warranty

- Coordinated between homeowners and contractors to resolve home warranty claims in a timely manner.
- Managed claim initiation, contractor assignment, and report collection.
- Explained coverage and discussed costs with homeowners, escalating issues when needed.

EDUCATION

Mayfair High School | High School Diploma