

Michael Hagen

1101 S 50th Ave Apt 23, Wausau, WI USA 54401 | (317)626-8258 | mikephagen@gmail.com |
<https://www.linkedin.com/in/michael-hagen-9255aa28a/>

Profile

Business Systems Analyst with experience solving complex business and ERP system issues through data-driven analysis, automation, and stakeholder collaboration. Daily user of SQL and Java, with hands-on experience optimizing ERP environments including Infor FSM and Epic. Proven ability to translate ambiguous business requirements into effective technical solutions that improve system reliability, reporting, and operational efficiency.

Experience

BUSINESS SYSTEMS ANALYST | Aspirus Health System | September 2025 – Present

- Analyze operational and clinical data using SQL, Excel, and BI tools (Qlik) to deliver dashboards and reports that support leadership decision-making and improve workflow efficiency.
- Design and develop custom Java-based automation solutions to streamline repetitive processes, reducing manual workload and improving accuracy across financial and supply chain operations.
- Lead requirements gathering and analysis with clinical, supply chain, and administrative stakeholders translating business needs into clear functional and technical specifications.
- Support and optimize enterprise systems (Infor FSM, Epic) through configuration, troubleshooting, and cross-team collaboration, improving system reliability and user experience.

PROCUREMENT SYSTEMS ANALYST II | Deaconess Health System | October 2022 – August 2025

- Provide Tier 2 technical support for Infor Lawson/FSM and Epic modules across the supply chain, purchasing, and finance functions.
- Diagnosed and resolved backend system issues, including EDI transmission failures, batch job errors, and data inconsistencies.
- Create and maintain reports using Excel and internal system development (ISD) tools.
- Managed incidents and escalations via ServiceNow, ensuring timely resolution of high-impact system issues.
- Supported system upgrades, testing (UAT), and user access provisioning, ensuring stability and security during changes.

SENIOR PURCHASING SPECIALIST | Deaconess Health System | March 2022 – October 2022

- Managed end-to-end purchase order workflows, supplier coordination, and resolution of pricing and contract issues.
- Served as a primary Infor Lawson procurement system user, identifying system issues, validating data accuracy, and supporting process improvements.
- Partnered with supply chain and finance stakeholders to resolve procurement exceptions and ensure accurate system transactions.

Education

BA in Business | Holy Cross College, Notre Dame, IN USA
Graduated 2019

Technical Skills

Data & Programming:

- SQL
- Java
- Python
- R
- Javascript
- JSON
- Qlik (BI Tool)

Enterprise Systems:

- Infor FSM
- Infor Cloudsuite
- Epic Systems
- ServiceNow

Integrations & Standards:

- APIs
- EDI
- HL7

Platforms & Infrastructure:

- AWS
- Windows Server
- Active Directory

Business Systems & Delivery:

- UAT coordination
- System upgrades & implementations
- User access/role management
- Incident & ticket triage
- Stakeholder collaboration