**MICHAEL C. BIEN**

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**SuccessFactors Employee Central & Reporting Advisor**

*Driving workforce insights and analytics to support strategic growth in oil and gas industry*

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| * **Award-winning senior workforce and business analyst** with20+ years of experiencedeveloping analytical tools and solutions transforming business operations, including 11 years of experience in the oil and gas sector. * **Innovator of sophisticated modeling, measurement, and assessment tools.** Blend analytical expertise with graphic design skills to create intuitive, user-friendly tools and dashboards that enhance usability and support strategic decision-making. * **Skilled in data analysis, process optimization, and workforce analytics** across HRIS and data platforms, including SAP/SuccessFactors, Qualtrics XM, Power BI, and Excel. Deliver solutions providing actionable insights for HR and business leaders. * **Respected analyst with a servant-leader philosophy**—striveto optimize the skills, engagement, and success of all team members. Develop trusted advisor relationships, working closely with users and business leaders to understand requirements and develop next-gen tools and system enhancements. | **Expertise** |
| SuccessFactors/EC HCM  Master-level Excel and VBA  Dashboards & Scorecards  Data Mining & Data Modeling  Report Design and Development  HR, HRIS & Org Structure  Data Storytelling  Data Visualization & Analysis  Data-Driven Decision Support  Process Efficiency Analysis  Workforce Analytics (WFA) |

**Professional Experience**

[Chevron Phillips Chemical Company](http://www.cpchem.com) — The Woodlands, TX

**Senior HR Workforce Analyst,** HR Operations & Planning, 7/2021 to 10/2024

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| **Awards** |
| *Recognized for impactful solutions and collaborative efforts at Chevron Phillips. Awards include:*  **Standout Award** (for designing high-impact WFA solution)  **Bravo Award** (for high-level contributions across HR functions)  **15 Cheers to Peers Awards** (for collaborative efforts, process improvements, and contributions to HR tools and team success)  **High-Five Award** (for excellence in supporting high-priority tasks) |

Developed surveys, tools, analyses, reports, and dashboards focused on improving the efficiency of the HR function, deepening the company’s understanding of workforce dynamics, and facilitating a company-wide shift toward a culture championing human performance as a strategic asset. Created calibration tools to model complex rating mechanics, designed and administered ad hoc and exit surveys in Qualtrics XM, and supported analysis on a broad range of performance metrics.

Key Impacts: Built innovative tools and delivered data-driven insights that enhanced workforce planning, standardized metrics, and contributed to organizational efficiency.

* **Enterprise-Wide Dashboards:** Built Workforce, Organizational Capability, and Diversity Dashboards to track HR metrics such as attrition, promotions, diversity, and headcount trends, providing insights that strengthened HR initiatives and process optimization. Added visually engaging elements that made data insights more accessible for HR and leadership teams.
* **HR Metrics Solution:** Created a user-friendly, self-service graph-generation tool to unify reporting across 15 plants, cutting quarterly reporting time from 8 hours to 10 minutes (saving 470+ labor hours annually). Established consistent metrics for headcount, promotions, and terminations, standardizing the view across all plants.
* **Value-Adding Research:** Led College Lookback and Attrition Studies analyzing performance and retention of hires from target schools. Insights justified a 75% boost in engineering training budget and development of retention programs.
* **Calibration Application:** Rebuilt, recoded, and redesigned performance calibration reporting tool, shifting from pivot table-based structures to a formula-driven framework. Transformed employee evaluations from a single rating system to a comprehensive, weighted average across key attributes. Built in user-friendly features for ease of use, enabling self-service access, real-time updates, and a 67% load-time reduction.
* **Survey Design:** Designed exit and ad hoc surveys in Qualtrics XM, including CPChem’s global safety initiative. Delivered findings that informed future safety training and communication initiatives.

*“Michael delivered important analytical work for the organization and went above and beyond to support HR… [combines] strong expertise in analytics with an ongoing commitment to improving data integrity…passionate about getting data to our customers, lending a helping hand to his colleagues, and building relationships across functions…”*

– **Performance Review Excerpts, Chevron Phillips**

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[Occidental Petroleum](https://www.oxy.com/Pages/default.aspx) (acquired Anadarko Petroleum in 2019) — The Woodlands, TX

**Senior Staff HR Reporting Analyst,** HR Information Systems (HRIS), 4/2019 to 02/2020 ⚫ **Staff HR Reporting Analyst,** 12/2013 to 4/2019

Promoted to define, develop, implement, and manage HR technology strategy and transformational projects. Collaborated across departments and functions to deliver new processes, programs, reports, and systems enabling data-driven business decisions. Acted as subject matter expert with a focus on developing a progressive HRIS strategy.

Key Impacts: Delivered systems/data analysis and tools that improved processes, increased efficiency, optimized staffing levels, and lowered costs. Recognized for creative approach to data analysis/reporting, combining analytical principles with systems/infographic design to develop actionable dashboards, high-impact visuals, and process-improvement tools*.*

* **Solution Development:** Supported annual compensation and performance review processes by designing vetting tools used for yearly assessment cycles. Accelerated compilation time from 2 hours to 10 minutes per appraisal.
* **Dashboards:** Developed weekly, monthly, and ad hoc dashboards used to track employee applicants, job openings, talent acquisition, terminations, turnover rates, and other HR matters. Incorporated interactive and customizable features to provide users with the ability to segment and isolate metrics based on reporting needs.
* **Infographics & Presentations:** Converted raw demographic data into visually impactful presentations, graphs, and charts allowing managers to assess retirement eligibility, hiring trends, and future staffing needs at-a-glance.
* **Awarded Recognition:** Distinguished as the first-ever recipient of HR-wide “Going the Extra Mile Annual Award”for ongoing contributions and impeccable service delivery to HR team and other groups.
* **Interpersonal Relations:** Brought to the position a belief that all team members are clients—from the person who cleans the windows to the CEO of the company—and treated them all with patience, kindness, and respect.

*“Michael continually analyzes processes to deliver actionable reporting, dashboards, and tools that help the business get business done.”* – **HR Manager, Anadarko**

*“…His continuous improvement mindset and big picture focus are critical to our strategy, both now and in the future.”*

– **Director of Global HR Technology, Anadarko**

Aon Hewitt (now [Alight Solutions](http://www.alight.com)) — The Woodlands, TX

**Client Reporting Analyst,** 10/2011 to 12/2013

Leveraged the latest analytical tools to develop and deliver solutions meeting business and user needs. Solved complex data mining, data interpretation, and data management challenges by creating executive-level reports and analyses; implementing process improvements; and engineering tools enabling fast, accurate results for custom calculations.

Key Impacts: Built productive client relationships and delivered technical solutions accelerating processes, automating reporting, and furthering company goals. Solved complex data mining, data interpretation, and data management challenges.

Early Career: Served as **Billing Analyst** and **Customer Care Analyst** during tenure with [Ryder Truck Rental](http://www.ryder.com) (1996 to 2011).

**Technology**

SuccessFactors Workforce Analytics, SuccessFactors Ad Hoc Reporting, Composite Reporting, Canvas Reporting, SAP HCM (OM & PA), Workday Reporting (implementation at Anadarko Petroleum), Qualtrics XM (Survey Development, Administration, Dashboard Design), Power BI, TIBCO Spotfire, Epi-Use Query Manager, Siebel CRM, Excel (architect and power user, including VBA programming), Macro Development, HP Quality Center (HPQC), Microsoft Office Suite

**Education & Training**

[Villanova University](http://www1.villanova.edu/) — Villanova, PA ⚫ **Bachelor of Arts,** Major in History

Professional Development Highlights:

Six Sigma Red Belt Certified ⚫ Rice University Data Analytics and Visualization Bootcamp Certificate

Spotfire Basic Stats Training, Spotfire Essentials, and Advanced Training ⚫ HP Quality Center (HPQC) Training

SAP HCM Trainer ⚫ Harvard Business School “Stepping Up to Management”