

Joseph Pham

PROFESSIONAL EXPERIENCE

Tesla - Process & Tooling, Technical Project Manager

Fremont, CA / Remote | May,2021 - April,2025

- Led 10+ enterprise-level projects from initiation through post-implementation, managing budgets up to \$3 million and coordinating cross functional teams across engineering, IT, and operations.
- Oversaw scope, timeline, and stakeholder alignment for high-impact technical projects using Agile methodologies such as sprint planning, backlog grooming, and retrospectives.
- Employed JIRA and Confluence to manage project epics, user stories, and documentation, while leading cross-functional teams through the procurement and commissioning of torque tool equipment and the integration of software applications into manufacturing workflows.
- Applied data analysis to evaluate tool performance and production metrics, ensuring systems met operational requirements and supported lean manufacturing initiatives.
- Collaborated cross-functionally to gather requirements and deliver system enhancements aligned with business goals.
- Automated dashboards and workflow trackers using SQL queries, Excel, and Tableau, resulting in 40% reduction in manual effort.
- Designed JIRA and Confluence solutions: custom workflows, dashboards, user permissions, and documentation.
- Standardized operations and drove continuous process improvements, improving team productivity by 25-30%.
- Created operational metrics dashboards and delivered performance reports to executive and program leadership to support strategic decision making.
- Developed a real time dashboard to track current project expenses against budget and compare spend to the previous year, enabling early identification of cost overruns and proactive resource planning adjustments.
- Owned and maintained JIRA and Confluence workspaces for high-impact projects, leveraging them to track progress, manage workflows, and centralize documentation across cross-functional teams.
- Built and managed a JIRA project board during the Model Y Phase 3 tooling integration, aligning tasks across engineering, IT, and operations. Enabled real time updates,

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SKILLS

- Database Management
- Tableau
- SQL (MySQL,SQL Server, SQLPro)
- Excel & Google Sheets
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- JIRA, Confluence, Visio, Sharepoint
- Microsoft Azure
- Agile, Sprint, Project Life Cycle, Waterfall
- Application Support & Troubleshooting
- Lean, Six Sigma
- Manufacturing Process Optimization
- Root Cause & Corrective Action

AREA OF EXPERTISE

- Business Development
- Account Management
- Project & Timeline Management
- Data Analysis & Reporting
- Product Integration
- SOP & Work Documentation
- Business Requirements Analysis
- Risk & Issue Management
- Agile & Kanban Methodologies
- Stakeholder Communication & Reporting
- Change Control & Resource Estimation
- Cross-Functional Team Leadership
- System Testing & Validation
- Data Querying and BI Reporting

sprint planning, and issue tracking, ensuring on time delivery and minimal blockers.

- Developed and maintained comprehensive project documentation, including agendas, meeting minutes, action items, and issue logs, to ensure transparency and stakeholder alignment.
- Facilitated continuous improvement initiatives across manufacturing operations, resulting in a measurable reduction in production cycle time and material waste.
- Collaborated with floor teams and leadership to identify bottlenecks and drive corrective actions that enhanced delivery timelines and throughput.
- Developed recovery plans and tracked remediation milestones, ensuring cross-functional alignment during high-impact program disruptions.
- Supported capital equipment planning and layout optimization to align with evolving production needs and long-term operational goals.
- Created complex Excel workbooks with dynamic formulas, conditional formatting, and what-if analyses for strategic planning.
- Built and optimized SQL scripts to extract production, quality, and performance data for business-critical decision making. Identified process bottlenecks and tooling inefficiencies through data analysis, enabling timely operational improvements.
- Used SQL to analyze downtime trends and isolate root causes related to torque tool failures, leading to targeted engineering fixes that reduced line stoppages and supported lean manufacturing initiatives.
- Designed JIRA/Confluence templates and metrics dashboards for Agile ceremonies and stakeholder reporting.
- Utilized Google Workspace (Sheets, Docs, Slides) to collaborate with cross functional teams on project planning, documentation, and reporting. Built a shared production tracking dashboard in Google Sheets to consolidate live data across departments, improving visibility and reducing manual status updates.
- Developed advanced Excel models using formulas such as VLOOKUP, INDEX MATCH, and pivot tables to track project expenses, compare current spend against budget targets, and analyze year-over-year trends, supporting accurate forecasting and executive-level decision making.
- Integrated, supported, and upgraded Transducer Torque Tool application software through a cloud-based server and web GUI, improving system reliability and user accessibility across manufacturing operations.
- Led ongoing sustainment and optimization efforts, ensuring seamless functionality, version control, and alignment with production requirements and tool calibration standards.

CERTIFICATION

[Google Data Analytics Professional Certificate](#)

(Analytical skills, Excel, SQL, Tableau, R)

[Project Management Certificate](#)

Louisiana State University

(Change Control, Project Management)

EDUCATION

Southern New Hampshire University

AS, Data Analytics

Tesla - MOS/MES, Business Systems Analyst

Fremont, CA | June,2019 - May,2021

- Gathered and translated business requirements into functional specifications, facilitating seamless communication between technical teams and business users.
- Conducted data analyses using MySQL and Tableau to identify system inefficiencies and recommend improvements.
- Supported SAP and Oracle ERP integrations, managing data migration and system configurations to meet business needs.
- Partnered with internal business units to define KPIs and system objectives, ensuring solutions aligned with strategic goals.
- Owned product backlog grooming and helped facilitate sprint planning meetings with developers and product owners.
- Conducted root cause analyses for recurring issues, implementing long-term solutions and reducing support tickets by 20%.
- Coordinated system incident management and resolution, acting as an escalation point for unresolved technical issues.

Tesla - MOS/MES, Business Systems Support Technician

Fremont, CA | April,2017 - June,2019

- Resolved technical and process issues as primary support contact.
- Performed root cause analysis to enhance system stability and reliability.
- Developed support playbooks and standardized procedures for onboarding new systems, improving resolution time and support consistency.
- Collaborated with developers and QA teams to replicate and troubleshoot system bugs and user-reported issues.
- Monitored system logs and metrics using Splunk and other tools to proactively detect and address performance issues.
- Supported change deployments and participated in release testing to ensure smooth transitions to production environments.
- Supported system monitoring and reporting using Splunk, Excel macros, and log analysis.