

MELODY (MENG-YING) CHANG

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EDUCATION

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Candidate for Master of Engineering in Logistics, June 2017

Cambridge, MA

2016 - Present

NATIONAL CHENGCHI UNIVERSITY

Bachelor of Business Administration in Management Information Systems

Taipei, Taiwan

2002 - 2006

- National Science Council project: Business Process Management and Software Development Integration in Operation Systems

EXPERIENCE

ACCENTURE CONSULTING

Consultant (manager candidate before pursuing master's degree)

Taipei, Taiwan / Shanghai, China

2011 - 2015

Supply Chain Strategy & Optimization

- Successfully turned around an underperforming project to reduce overdue tasks by 45% for a global telecom provider
- Led a team of six to develop an order commitment strategy and a simulation tool which improved on time delivery rate by 10%
- Managed a development team to design an analytical model for demand-driven inventory level prediction

Operation Management

- Managed three specialists outsourced to the developer support team at Google Play to improve customer service quality
- Developed an issue response protocol that drove the team to surpass the global performance benchmark within three months
- Initiated new KPIs to better capture the performance of customer service representatives with different service scales

System Integration

- Led procurement and intercompany process consolidation and operation systems integration for a global smartphone brand
- Enhanced vendor commitment process along with ERP & SRM system collaboration, reducing procurement cycle time by 15%
- Redesigned intercompany information flow across global regions, improving delivery item accuracy by 12%

ABEAM CONSULTING

Formerly Deloitte Touche Tohmatsu Japan's consulting practice

Taipei, Taiwan

Consultant, SAP Application

2008 - 2011

- Delivered SAP ERP solutions focusing on procurement and production process across retail, high-tech, and chemical industries
- Led supply chain transformation for a consumer electronics retailer. Reengineered distribution process which increased delivery accuracy by 15%, and designed the vendor consignment model which improved monthly closing efficiency by 20%

DATA SYSTEM CONSULTING

Business Application Software Developer

Taipei, Taiwan

2007 - 2008

- Developed customized features for supply chain systems at a leading ERP and business application provider in Greater China

NATIONAL TAIWAN UNIVERSITY

Research Assistant to Dean of College of Management

Taipei, Taiwan

2006 - 2007

- Conducted research and analysis in financial instruments development for National Science Council projects

RESEARCH & PROJECTS

SUPPLY CHAIN RESEARCH PROJECT, MIT

Research Assistant

Cambridge, MA

2015 - 2016

- Assisted in a research project for a global medical device company to minimize impact on supply chain after declaring a new legal entity. Leveraged sudden-death inventory obsolescence studies to realign the company's inventory management strategy
- Developed a non-linear simulation model to optimize inventory level while balancing stock-out possibility and inventory cost

FOODWARE INITIATIVE

Co-founder and Chief of Operation

Cambridge, MA

2015 - 2016

- Teamed up with MIT PhD candidates to design sustainable edible utensils to replace one-time products in the take-out market
- Finalist of Rabobank-MIT Food & Agribusiness Innovation Prize among 50+ teams

ADDITIONAL INFORMATION

- Language Skills: Mandarin (Native), English (Fluent), Taiwanese (Native)
- Member of MIT Graduate Student Council Sustainability Committee, in charge of MIT campus food waste reduction initiative
- Interests: Salsa dancing (co-founder of Dance Island Salsa Group), scuba diving (SSI Open Water certified diver), and surfing