

Jake Lee
Jake.Lee@gmail.com
201-835-8833

Professional Summary

Dedicated IT Manager with over 20 years of experience and IT developer with 5 years at LG, specializing in customer service and financial operations. Proven track record of managing and executing projects, operating systems, and leading teams in the U.S. and international markets. Adept at process innovation, client collaboration, and delivering IT solutions that drive business success with good knowledge and experience on customer service and accounting area. Seeking to leverage extensive experience and skills in a new and challenging environment.

Professional Experience

IT Manager

LGCNS America Inc.

August 2009 – Present

- Managed the IT support team for LG Electronics' U.S. Service Subsidiary.
- Operated and maintained systems including Oracle ERP, Field Service System (In-House), WMS (In-House), TMS (JDA), and CTI (AWS Connect).
- Led key projects:
 - Oracle ERP implementation (2009)
 - Transition of Tax System from Sabrix to Vertex (2012)
 - Implementation of JDA i2 Logistics System (2011)
 - Online Brand Shop establishment with Digital River (2016)
 - EDI Projects with Best Buy, Digital River, and Conns
 - Integration of Chase PaymentTech Credit Card System
 - CTI transitions from Nortel to Avaya (2014) and Avaya to AWS Connect (2020)
 - WMS transition from EXE WMS to In-House WMS (2022)
 - B2B Salesforce Development Center (SFDC) implementation (2024)

PMO Leader

LG CNS America Inc.

August 2008 – July 2009

- Served as Project Manager for the implementation of the U.S. Tax System Sabrix and IBM email retention system for LG Electronics USA.
- Managed project deliverables, timelines, and cross-functional team coordination.

System Quality Assurance

MOL IT (Mitsui OSK Line)

December 2007 – July 2008

- Conducted quality assurance for "Container" management systems for sea line company.
- Evaluated system performance and facilitated communication between developers and users.

Project Manager, Total Cost System Project

LG CNS Inc.

June 2005 – June 2007

- Led the implementation of a comprehensive cost system by model and customer for LG Electronics Global
- Utilized SAS ETL Studio, ABM, Enterprise Guide, PL/SQL, Oracle 9i/10g, MS*SQL, Essbase, and IBM MQ.

IT Leader, U.S. Service Subsidiary

LG Electronics Alabama Inc.

October 2000 – May 2005

- Directed IT planning, strategy, management, and operations for the U.S. service subsidiary.
- Implemented OEM JIT Sales Systems, Customer Service, EDI (Sears, Whirlpool), and warehouse management systems.

Accounting System Developer

LG CNS Inc.

January 1995 – September 2000

- Developed and implemented accounting systems across multiple countries including the U.S., Italy, Russia, China, India, Thailand, Mexico, and Poland of LG Electronics.
- Utilized ObjectView, ProC, and Oracle technologies.

Education

Bachelor of Engineering

Hanyang University in Seoul Korea

Technical Skills

- **Oracle Development**

- PL/SQL programming, testing, debugging, and SQL tuning.
 - Proficient in Oracle tools: SQL*Plus, PL/SQL Developer, TOAD.
 - Experience with large-scale data handling.
 - **Data Warehouse**
 - Expertise in data warehouse concepts and implementation.
 - Skilled in ETL tools: Data-stage and SAS ETL.
 - Familiar with ROLAP and MOLAP tools.
 - **Business Analysis / Project Management**
 - Knowledgeable in SDLC, CMM, and Agile methodologies.
 - Proficient in requirement gathering, system architecture design, data modeling, and business analysis.
 - Experienced in documentation, risk analysis, and project management.
-

Business Knowledge

- Accounting and finance such as credit, general ledger, budget, fixed assets, and account payable/receivable.
 - Call center operation, field service (Scheduling, dispatch, repair), order management and procurement of repair parts, inventory management, transportation management
 - EDI experience with IBM, HP, and Sears using EAI tools (GenTran, WebMethod).
-

Other Skills

- Experienced in project management, technical leadership, and software evaluation.
- Trained users and produced training materials.
- Business and data analysis for various systems including ERP (OM, PO), In-House CRM, WMS/TMS, CTI, and reverse logistics.