

# Edwin Tan Lim

<https://edwintanlim.github.io> • [linkedin.com/in/edwintanlim](https://www.linkedin.com/in/edwintanlim) • [edwin.tan13@gmail.com](mailto:edwin.tan13@gmail.com) • 404-662-0799

## Work Experience

### United Parcel Service (UPS), Atlanta, GA

*Sr. Technology Supervisor (Technical Program Manager)*

*December 2024 – Present*

*Technology Supervisor (Technical Program Manager)*

*October 2023 – December 2024*

- ❖ Led cross-functional delivery of a major internal platform migration, improving cost modeling accuracy and reducing operations overhead by 25% through process automation and stakeholder coordination.
- ❖ Drove Operational Excellence (OE) strategy in partnership with senior leadership for core business technology systems, aligning OKRs with digital transformation goals and executing high-impact initiatives across Reval SaaS Treasury, GCP, and UiPath.
- ❖ Mapped and streamlined end-to-end workflows across cash management, trading room, middle office, and accounting, increasing automation and delivering a 60% boost in process efficiency.
- ❖ Managed launch operations for a global UPS Bank Identification Code (BIC) migration initiative, coordinating across Product, Compliance, IT, and Finance teams to ensure smooth rollout and risk mitigation.
- ❖ Conceptualized and led the development of a treasury data lake on Google Cloud Platform (GCP) using BigQuery SQL, Reval API, and Python, enhancing analytics capabilities by 35%.
- ❖ Championed enablement programs for Reval SaaS Treasury RFP renewal and AI Gemini with Looker dashboards integration, gathering user feedback and converting insights into product improvements, increasing reporting speed by 45%.
- ❖ Led a discovery initiative for AI-driven contract automation, translating stakeholder feedback into a proposal that informed tooling investment decisions and drove innovation for the risk management team.

**Additional Involvement:** *Co-Chair ERG Talent Impact* – Led talent programs for 500+ employees, including mentorship, cultural events, and cross-company collaboration (EY, Inspire Brands); managed \$XXK+ budget and marketing to drive engagement and SMBs partnership.

### The Home Depot, Atlanta, GA

*October 2021 – October 2023*

*Financial Systems Analyst (Product Manager) – Supply Chain Analytics and Finance Systems*

- ❖ Owned end-to-end development of the Carrier Invoice Management (CIM) platform, partnering with 8 engineers in an Agile/Scrum environment to scale finance systems tooling.
- ❖ Optimized system performance by 70% through PO allocation redesign and UI/UX improvements using human-centered design and continuous process iteration.
- ❖ Led product discovery and REST API validation (Postman, Swagger) for the OVQ Order Up initiative, enabling \$150M+ in retail cost recovery by integrating data across SAP, CIM, and Order Up.
- ❖ Defined product vision, MVP, and feature roadmap using Jira and Miro, aligning backlog with user needs and business goals.
- ❖ Spearheaded A/B testing simulations in BigQuery SQL, streamlining legacy processes and reducing manual workload by 45%.
- ❖ Advocated usability testing and improvements for TMS Facility Translation in React, improving performance and user satisfaction by 65%.
- ❖ Visualized CIM metrics in Tableau and presented insights to senior leadership, influencing product direction and operational decisions.
- ❖ Maintained high-touch customer support via Zendesk, driving 100% customer experience (CX) satisfaction and building trust with logistics partners.

### Boehringer Ingelheim, Athens, GA

*August 2021 – October 2021*

*IT OPS Digitalization Co-op*

- ❖ Ideated, scoped, and launched a proof of concept (POC) digital lab occupancy tool with IT Ops, achieving 55% real-time data accuracy.
- ❖ Constructed an automated scan with VBA to reduce manual compilation by 60% and optimized load time by 3 seconds per file.

## Other Relevant Experience

### Ecomspaces, Atlanta, GA

*January 2021 – May 2021*

*Process Improvement Engineer*

Publication Link: [https://digitalcommons.kennesaw.edu/egr\\_srdn/59/](https://digitalcommons.kennesaw.edu/egr_srdn/59/)

- ❖ Optimized fulfillment processes by implementing lean six sigma principles resulting in a 56.81% reduction in wasted space.
- ❖ Constructed simulation model, KPI, cost analysis, and time study to revamp existing facility to increase space utilization by 10.15%.

## Project Experience

- ❖ **TIS/Connectivity Hub Integration** – Led TIS/Connectivity Hub integration by aligning Ops, IT, and PMO teams to unify payment systems, increasing visibility and cost savings over \$10M.
- ❖ **OVQ Order Up** – Spearheaded financial process transformation for OVQ Order Up by integrating CIM, SAP, and Order Up systems in collaboration with Engineering, Finance, Ops, and Merchandising, enabling recovery of \$150M+ in missed retail costs.

## Education

**Certifications:** *Professional Scrum Product Owner (PSPO), Professional Scrum Master (PSM), Lean Six Sigma Green Belt, Google Data Analytics, Google Cloud Digital Leader, McKinsey Leadership Essentials*

**Kennesaw State University, Kennesaw, GA**

*2017 – 2021*

**Bachelor of Science in Industrial & Systems Engineering**

GPA: 4.0; Minor in Quality Principles; Honors College (University Honors Scholar)

**Relevant Coursework:** Project Management, Human-Computer Interaction (HCI), Operations Research, Simulation & Modeling, Probability & Statistics, Logistics & Supply Chain

## Skills

- ❖ Effective stakeholder & time management, business strategy, design thinking, road mapping, OKRs, agile, scrum, SDLC, complex problem solving, statistical analysis
- ❖ Technical Skills: GCP, SQL, MATLAB, Python, Tableau, Power BI, Looker, Alteryx, Postman, React, Jira, Confluence, Miro, Planview, CIM, EDI, TMS, SAP, Oracle
- ❖ Proficiency in Microsoft Office: Word, PowerPoint, Excel, Outlook, Teams, Project, Visio, Access, Power Automate
- ❖ Languages: English and Indonesian