Edwin Tan Lim

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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*

- ❖ Evangelizing end-to-end user journeys across cash management, trading room, middle office, and accounting workflows to identify automation opportunities, improving operational efficiency by 60%.
- ❖ Championing integration of AI Gemini with Looker dashboards, enhancing data visualization capabilities and increasing reporting accuracy and decision-making speed by 45%.
- ❖ Owning the RFP lifecycle for the Reval SaaS renewal by creating scripts, scorecards, and vendor evaluations to support leadership's product investment decisions.
- ❖ Conducting product discovery and market research on AI tools to automate contract data extraction for risk management team.
- ❖ Conceptualizing and leading the development of a treasury data lake on Google Cloud Platform (GCP) using BigQuery SQL, Reval API, and Python, enhancing analytics capabilities by 35%.
- ❖ Driving the design, development, and optimization of scalable ETL processes for Airline cost modeling, enhancing analytics performance and accelerating data-driven insights by 25%.
- ❖ Launching new Mark-to-market (MTM) bank report and GL breakdown features using UiPath, improving user navigation and interaction efficiency by 15%.
- ❖ Designing and launching revamped project trackers, improving cross-functional communication and milestone visibility by 20%.
- ❖ Partnering with Ops, IT, and PMO teams to execute BIC migration project, aligning technical delivery with global banking requirements.
- ❖ Developing and delivering Looker Studio and GCP trainings for global treasury users, driving tool adoption and upskilling product stakeholders.

The Home Depot, Atlanta, GA   *October 2021 – October 2023*

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

- ❖ Owned the strategic development of the Carrier Invoice Management (CIM) platform using Agile/Scrum framework in close collaboration with 8 engineers.
- ❖ Defined product vision, roadmap, MVP, and feature prioritization using Jira and Miro, aligning backlog with business goals and user needs.
- ❖ Drove cross-functional collaboration with Engineering, Operations, Finance, Analytics, and Supply Chain teams to deliver scalable solutions across EDI, TMS, SAP, and CIM systems.
- ❖ Conducted user research and product discovery to improve PO allocation accuracy and UI design, increasing system efficiency by 70%.
- ❖ Led product discovery and REST API testing (Postman, Swagger) for the OVQ Order Up initiative, aligning data across Order Up, CIM and SAP to recover $150M+ in missed retail cost.
- ❖ Advocated usability testing and improvements for TMS Facility Translation in React, improving performance and user satisfaction by 65%.
- ❖ Spearheaded A/B testing simulations in BigQuery SQL, streamlining legacy processes and reducing manual workload by 45%.
- ❖ Validated feature readiness through UAT sessions, ensuring a high-quality release and seamless user experience.
- ❖ 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% 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_srdsn/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 product discovery for the OVQ Order Up initiative by aligning data across Order Up, CIM, and SAP, resolving $150M+ in missing retail cost through coordinated integration with Engineering, Finance, Ops and Merchandising.

Education

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

Kennesaw State University, Kennesaw, GA
Bachelor of Science in Industrial & Systems Engineering
GPA: 4.0; Minor in Quality Principles; Honors College (University Honors Scholar)
Relevant Coursework: Project Management, Human Machine Systems, 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, 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