**HOLLY PARK**

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**SUMMARY**

Analytical and focused professional with a background in Information Technology, product management, and supply chain analysis. Knowledgeable in computer programming and data analysis. Received ITIL certification in 2020. Experienced in working in cross-functional teams with business stakeholders for product development.

**KEY SKILLS**

* User-centered design and research, usability studies (semi-structured interview, think-aloud protocol)
* MS Excel, SQL, PL/SQL, SPSS, relational databases, experimental design, statistical analysis
* Python, HTML, CSS, source/ version control (Git), Unix, shell scripting, Java
* ITIL Certification, Lean, Agile, Scrum, Jira, business analysis, requirements gathering
* SAP, sales orders, diversions, stock transfer orders, ERP
* SDLC, Deployment (Jenkins, IBM UCD), AWS Cloud (S3, EC2, ELB, EBS), TCP/IP, virtual machines, networking, Operating Systems (Windows, Linux)
* Bilingual (English, Korean)

**PROFESSIONAL EXPERIENCE**

**Supply Chain Analyst 03/2023 - 09/2023**

**Samsung Electronics America,** Ridgefield Park, NJ

* Extract data using N-ERP (SAP) and generate daily reports using MS Excel formulas, charts, graphs, and pivot tables on Samsung Home Appliances inventory, sales estimation, and direct shipments
* Process diversions of shipments from factory to nearest hub/plant in SAP and communicate with Direct Shipment team members
* Create stock transfer orders, containerize shipments of refrigerators, and confirm sales orders

**Product Management Associate 08/2022 - 11/2022**

**Fannie Mae,** Remote

* Work in cross-functional teams of developers and business personnel in Capital Markets Technology.
* Test/ validate software for regression testing and resolve issues in production and lower environments.
* Refine user stories in Jira, provide go-live support for releases and create technical documentation
* Engage with stakeholders including business personnel, upstream/ downstreams, and developers to gather requirements, complete user-acceptance/integration testing, and complete interface registration.
* Utilize Python to update codes and scripts to update/ configure internal software.
* Learn business activities/ operations for forecasts/expectations, repos, debts, derivatives, and wires.
* Use SQL/ PL/SQL to confirm processing of wires, forecasts, trades, and other operational business data, to configure internal applications for cash management and file transfer.

**IT Consultant 05/2020 – 08/2022**

**FDM Group,** New York, NY

* 05/2020 – 08/2020: Complete IT Service Management training including: MS Excel, ITIL, Project Support Office, SQL, PL/SQL, Unix, Business Analysis, Project Management Office, Finance, and OS Admin
* 08/2020 – 08/2022: FDM Consultant (Contract) at Fannie Mae

**EDUCATION**

**Bachelor of Science – Psychology (Cognitive), Minor in Human-Computer Interaction** - Carnegie Mellon University, Pittsburgh, PA