Serena Pang

🔗 serenapang.com
🔗 linkedin.com/in/serenapang
🔗 s32pang@uwaterloo.ca
416-XXX-XXXX

Education

University of Waterloo | BASc, Management Engineering, *Computing Option* 🔗 **2020 – 2025**
- **Relevant Courses:** Databases, Software Design, Optimization, Data Structures/Algorithms, Machine Learning

Experience

Technical Innovation Consultant, TD Innovation *Toronto, ON* | **05/23 – 08/23**
- Led Proof of Concepts in MVP for VR and Generative AI pilot projects through implementing critical strategic roadmaps – including identifying use cases, vendor selection, build, success measures, and scaling

DevOps, Loblaw Companies Limited *Toronto, ON* | **09/22 – 12/22**
- Automated environment migration and quality assurance of complete Power Apps using GitLab CI/CD Pipelines on a Debian docker with Power Apps CLI for a time improvement of 89.1%
- Integrated supply chain systems with Robotic Process Automation (RPA) through identifying use cases, process mapping, design thinking, & supporting the agile framework using scrum methodology

Data Analyst, Toyota Motor Manufacturing 🔗 *Cambridge, ON* | **01/22 – 04/22**
- Configured Yard Map Visualization System through root cause analysis to provide live location tracking using PostgreSQL, IBM Db2 queries, & QR code scanners for **time savings of $35,900/year**
- Redesigned vehicle offloading & shipment (truck & rail supply) system for the Lexus NX transformation
- Developed PowerBI visualization tool & automatic email notification trigger for delayed vehicles between Quality Control & Sales Line Lifter to **reduce offline inventory by 21%**
- Introduced process improvements through automating data analytics of safety and defect audits using Microsoft Power Platforms and migrating post-production forecasts from Oracle Hyperion to PowerBI

Systems Analyst, Toyota Motor Manufacturing 🔗 *Cambridge, ON* | **05/21 – 08/21**
- Developed a customizable **Excel Macro** to monitor daily build conditions using customized progressive/planned unload for Suspension subassembly & Plastics to a **projected cost savings of $34,300**
- Led WBS for the launch & continuous development of a web platform expedite tracking andon to South Assembly production systems to **reduce lost parts shipments by 88%**
- Designed an **8,000+ attendee** health clinic's process augmentation using time studies & throughput design

Leadership

Operations Lead, Hack the North 🔗 **Feb 2022 – Present**
- Organizer for the **world's largest in-person student hackathon** (8000+ unique applicants & 220 projects)
- Raised **$XXX,000** to budget & deliver inclusive STEM programming for **1,500+ participants**
- Engaged engineering teams to launch a personalized sponsor portal to execute perks for 41 companies

Projects

- **Courage:** prototype shopping app built with **Figma** to connect communities with local businesses on a unified platform to provide a sustainable & economical online retail experience *(2021)* 🔗
- **Cooky:** Hack the North **Voiceflow-backed** app that syncs with Amazon's Alexa to create an interactive, recipe-reading software for hands-off instructional aid *(2020)* 🔗
- **Fridgespace: MLH UI/UX feature** from TOHacks built using **Courier** & **React-Native** that identifies dietary restrictions through scanning photos of ingredients lists using **Google Cloud APIs** *(2020)* 🔗

Skills

- **Languages:** Java, Python, SQL, HTML/CSS, R Markdown, VBA, PowerQuery
- **Product**: Jira, Lean Manufacturing, Supply Chain, Root Cause Analysis, Scrum, User Stories, Design Thinking
- **Data & Tools:** Git, MySQL, PostgreSQL, R Studio, IBM Db2, Oracle Hyperion, PowerBI
- **Automation:** RPA, Blue Prism, Microsoft Power Platform, Dashboarding, Wireframing, GitLab, Azure DevOps

Interests: Self-Improvement Podcasts, Volunteering for Veterans Affairs, Travelling (20 countries & counting!)