Jennifer Aun

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SKILLS

- **Program Management, Product Design Product Lifecycle Management**
- **Strategic Planning and Scheduling, Value Stream Mapping, Process Improvement and Optimization**
- **Lean Six Sigma, Agile Methodologies, Workflow Analysis, Root Cause Analysis, Change Management**

EDUCATION

NEW MEXICO STATE UNIVERSITY **Las Cruces, NM** **May 2016**

Chemical Engineering, B.S. **GPA:3.46/4.0** **Minors: Nuclear Energy, Physics**

EXPERIENCE

Webmaster and Marketing Director **Jun 2023 ~ Present**

Woobie Official Inc.

- Lead the design and curation of digital assets for product development, branding, and marketing campaigns.
- Spearhead web server operations and technical oversight to ensure optimal performance, user-friendly interfaces, and compliance with all relevant standards and regulations. Maintain robust cybersecurity measures. Additionally, oversee general website design, SEO optimization, content management, API integrations, accessibility, and both internal and external data analytics and reporting tools.
- Develop and implement strategic marketing campaigns in line with the launch of new products and the management of current inventory levels. This involves spearheading market research to identify consumer trends and needs which influence our product development plans for forthcoming product launches.
- Utilizing data analytics and CRM tools, I track the performance of our marketing and sales efforts, providing regular reports to the board members and updating marketing pitch decks on a quarterly basis.
- Construct and deliver creative briefs, continuously incorporating feedback from data analytics to measure key performance indicators (KPIs), customer feedback loops, and general audience engagement (impressions and direct conversions) across online channels (website, social media, email, blog, and search). Employ a creative and innovative approach to distinguish our offerings while adhering to brand identity guidelines.

Senior/Principal Electrical Engineer **May 2021~ Oct 2023**

Northrop Grumman

- As the lead Cognizant Engineer, I was primarily in charge of leading my Engineering Design Teams Product Development Schedule and Design Execution Plan, which I successfully integrated into Atlassian's Jira and Confluence Agile Project Management Flows and was able to complete successful Agile SCRUM Sprints of each milestone as the product owner. As such, I also lead our Engineering Design Team to updating and translating program requirements into our Circuit Card Assembly (CCA) Development Plans and Design Schematics. This included modeling and simulating several CCA's on Cadence Design Entry HDL Schematics and Analysis Software.

Electrical Engineer II/III –Test Operations **Aug 2019 ~ May 2021**

Northrop Grumman

- Scheduled, planned, and executed all test plan process templates and schedules for subsystem-level flight hardware. Managed the inventory catalogs, work orders, test logs, and maintenance and calibration schedules for all equipment, parts, and flight hardware.
- Served as the primary Component Test Lab Cost Account Manager (CAM), overseeing all cost reporting. Analyzed and reported flight unit work orders and hours per unit (HPU) charged to each program account weekly, aligning with program budgets, commitments, and schedules. Prepared and presented relevant metrics and reports for Program Management during weekly and monthly status meetings, utilizing Tableau, SAP, and a MySQL-configured internal database.
- Collaborated with cross-functional teams to resolve issues, align processes, reconcile data, and continuously improve overall cost center work performance and test operation efficiencies.
- Facilitated component test lab quality review boards, addressing defects and implementing corrective actions for operator errors. Managed non-conformance reporting within the lab and test bays. Spearheaded the documentation of Root Cause and Corrective Actions (RCCAs) and engaged in 5-Why's analysis, contributing to Program Quality Assurance Review Boards.
- Created and managed an internal Program SharePoint and a Linux MySQL site. Played a pivotal role in integrating Atlassian's Jira and Confluence platforms into the sector, promoting Agile Methodology Best Practices adoption among our teams.

Value Stream Lead −Advanced Programs **May 2018 ~ Aug 2019**

Raytheon Missile Systems

- Led cross-functional teams as the night shift supervisor for various Special Access Programs (SAPs) within a Sensitive Compartmented Information Facility (SCIF), overseeing production and key delivery schedules.
- Managed timecards, labor costs, and work assignments. Coordinated planning, scheduling, and task reporting within SAP Enterprise Resource Planning (ERP) and SAP Manufacturing Operations Software.
- Ensured operators were well-equipped for success by providing necessary resources, training, and tools, while maintaining a safe, positive, and collaborative work environment.
- Interfaced with Program and Operations Management for weekly schedule and contractual program requirement updates. This required managing the Integrated Master Schedule (IMS) for Program Management, which entailed the overall planning, scheduling, coordinating, and reporting tasks in support of the IMS to meet all Quarterly Delivery Milestones for Program customers.
- Implemented Lean Manufacturing principles and integrated Continuous Improvement efforts throughout all stages of product operations and life cycles. This initiative involved transitioning the product lines' Kanban operations board from a traditional whiteboard with magnets to a comprehensive digital tracking system. The advanced system was designed to interface seamlessly with SAP Shop Floor Software and featured a custom Microsoft Excel Visual Basic for Applications (VBA) Graphical User Interface (GUI). Undertaking this upgrade within a SCIF Closed Area, for a SCI/SAP classified program, presented unique challenges. This solution was not only secure and modern but also compliant with the stringent security protocols and processes mandated by our client, our business organization, and industry standards.
- Enhanced the overall visualization of process flow and productivity, enabling real-time tracking of all build, inspect, and test operations. This enhancement increased visibility and fostered team collaboration, leading to greater efficiency. It also facilitated the elimination of defects and idle time between operations, and enabled cross-training of operators, optimizing the use of their time and skills.

Hardware Quality Engineer **Aug 2016 ~ May 2018**

Raytheon Missile Systems

- Received the RMS QMA Top Talent Quality Professional award in 2017 for submitting the most successful continuous improvement project for the Javelin Joint-Venture (JV) Missile Systems Program.
- The Cost of Poor Quality (COPQ) reduction project on the Javelin JV Program yielded significant savings of over 350k (dollars) for FY2017. This success was attributed to a decrease in defects, the elimination of rework, a reduction in TAKT time, and enhanced efficiency of process flow operations. The initiative involved phasing out an outdated procedure that applied a hot melt coat to shield test connectors on Printed Circuit Boards (PCBs) before the application of their protective coating.
- Received the Raytheon QMA Strategic Error Proofing Quarterly Award in 2018 for spearheading a project that focused on Verifiable Process Controls (VPC's) for test processes. The project was so successful that the framework was implemented sector-wide across several different programs within RMS with great success.
- The project framework, centered on Statistical Process Control (SPC) test data, specifically targets production unit test 'pCodes' (partition codes). These pCodes track and measure the overall test performance, focusing on the health of the hardware (production units) and the condition of the test equipment, based on its performance. It was already a contractual requirement for each program to identify key pCodes, composed of Key Product Characteristics (KPCs) critical to the hardware's function and performance, and to monitor and analyze them weekly. Although each program had accumulated years of such data, containing a wealth of information, most of it remained unutilized, except for the main KPI key pCodes established at the program's inception, which were unlikely to change significantly over the program's lifecycle. My project framework aimed to leverage all the underutilized existing data, and model it alongside key event data linked to unit serial numbers. This included defect reports for each unit, metrology calibration records of the test equipment, and any software change records occurring in the same time frame. Over time, the framework assessed how various external variables impacted pCode performance, providing a cause-and-effect analysis that could predict events before they occurred, based on historical data and the current state of the hardware and test equipment. This approach resulted in fewer process escapes, reduced test defects, and improved maintenance of test equipment.
- Successfully led teams through containment and elimination plans utilizing Root Cause Analysis (RCA) tools, including Sologic Root Cause Analysis Software, Failure Mode and Effects Analysis (FMEAs), Fault Tree Analysis, A3 Problem Solving Matrix, and various other Quality Assurance tools.
- Facilitated several Corrective Action (CA) plans that led to successful acceptance by the Defense Contract Management Agency (DCMA).
- Completed several program First Article Inspections (FAIs) for new builds and supplied parts for both new and updated processes.

Chemical, Biological, Radiological, and Nuclear (CBRN) Sergeant **Jan 2016 ~ Jan 2023**
US Army Reserves

- Responsible for the detection and identification of all Chemical, Biological, Radiological, and Nuclear (CBRN) hazards. Was also responsible for planning and executing any necessary decontamination procedures and immediate emergency response actions during any CBRN incidents.
- Maintained up-to-date records of all CBRN equipment, conducted preventative maintenance checks according to Technical Manuals (TMs), and kept an active monthly log of equipment calibration statuses to comply with Sensitive Item Inventory Requirements.

ACCOMPLISHMENTS

Raytheon Missile Systems - Top Performing Production Team Achievement Award **Oct 2019**
Raytheon

- Along with record production deliveries, we also achieved a historical HPU (Hours Per Unit) reduction that generated more than 2M (dollars) of EAC's (Estimates at Completion) given back to the program. This put us on track to support the overall company in an AOP (Annual Operating Plan) of 1B (dollars).

Raytheon Missile Systems - QMA Quality Achievement Award **Nov 2018**
Raytheon

- Received the Raytheon Missile Systems - Quality and Mission Assurance (QMA) - Quality Achievement Award in 2018 for exceptional performance in supporting two distinct manufacturing centers (Electro-Optic (EO) Seeker's center, and the Guidance, Navigation, and Control (GNC) center) as a Hardware Quality Engineer for Production Operations, across several Programs (AMRAAM, AIM-9X (Sidewinder), Paveway, and Javelin Missile Programs).

Raytheon Missile Systems - QMA - Strategic Error Proofing Quarterly Award **Sep 2018**
Raytheon

- Received the Raytheon Missile Systems (RMS) - Quality and Mission Assurance (QMA) - Strategic Error Proofing Quarterly Award in 2018 for spearheading a project that focused on Verifiable Process Controls (VPC's) for test processes. The project was so successful (on the Javelin Joint-Venture (JV) Missile Systems Program) that the framework was implemented sector-wide across several different programs within RMS with great success.

Raytheon Missile Systems - QMA - Top Talent Quality Professional **Dec 2017**
Raytheon

- Received the Raytheon Missile Systems - Quality and Mission Assurance (QMA) - Top Talent Quality Professional award in 2017 for submitting the most successful continuous improvement project for the Javelin Joint-Venture (JV) Missile Systems Program.

Raytheon Missile Systems - Outstanding Factory Performance - Javelin Quality Achievement Award
Nov 2016
Raytheon

- Outstanding factory performance and exceptional teamwork achieved through enhanced efficiency and comprehensive quality management planning, resulting in the best factory performance of the quarter. Serving as the Javelin Missile Program's Hardware Quality Engineer and Steward.

Northrop Grumman - Landsat 9 Mission Success (NASA/USGS) **Sep 2021**
Northrop Grumman

- My name, along with every Landsat 9 team members, is engraved on a plaque that was placed on the Landsat 9 Satellite upon completion, prior to its launch into space on September 27th, 2021. Landsat 9 is currently in operation in and around earth's Low Earth Orbit (LEO), so my name is currently floating in space!

PORTFOLIO

Jen Aun Designs | Freelancer Portfolio https://www.jenaundesigns.com

</> SOFTWARE/PROGRAMS

- HTML, Liquid (Shopify), MATLAB, Java, LaTeX
- Auto CAD, Autodesk Inventor, Cadence Allegro PCB Designer, OrCAD, PSpice, LT Spice
- Adobe Acrobat, Adobe Photoshop, Adobe Illustrator, Adobe Lightroom, Procreate, Canva
- Microsoft Office Suite: Excel, Word, PowerPoint, OneNote, Access, Visio, SharePoint, Publisher