

**OBJECTIVE:** Process oriented Industrial & Systems Engineer with Lean/Six Sigma certifications seeking full-time opportunities in the Data, Technology, Supply Chain, and Operations fields.

**EDUCATION:**

**Rutgers School of Engineering - Rutgers New Brunswick/Piscataway (2016-2020)**

**Industrial and Systems Engineering Major & Economics Minor**

GPA: 3.52; Major GPA: 3.82

**EXPERIENCE:**

**Cisco - Data Management & Business Process Analyst (June 2020 - Present)**

- Worked with procurement and finance groups to develop a contingent worker process that enabled us to track and maintain our 80+ externally managed services on a quarterly basis, reducing risk of dropping managed service contracts due to processing errors.
- Created Visio mapping and documentation of a Microsoft SQL Server Database and a Tableau dashboard to improve troubleshooting and usability of our Cost-2-Serve dashboard
- Assisted with troubleshooting and enhancements of SQL Server and Tableau dashboard that host the Customer Service Agent Certification Program, including adding a new vendor to the program and correcting SQL bugs
- Developed a Design Of Experiment (DOE) process to assess which changes to agent activities resulted in statistically significant improvement of KPIs

**Johnson & Johnson JOM – Pharmaceutical Distribution Co Op (Jan 2019 – May 2020)**

- Created a new process involving excel templates and standard operating procedures to simplify the order upload process for the pharmaceutical samples distribution business, savings 400+ operator hours per year
- Designed a new costing model to make orders accurately reflect the business costs of distribution, reducing a 2+ hour macro-based excel file to a 10-minute cost template
- Used R (tidy verse, r shiny) and excel to set up new Key Performance Metrics (KPI's) dashboard and a visual picking analysis of the samples line
- Assisted in a JJOS diagnostics of the Distribution Center to identify Cost Improvement Projects (CIP's) and used Tactical Implementation Plans (TIPs) to manage two projects.

**Barnes and Noble Distribution Center - Industrial Engineering Intern (Summer 2018)**

- Worked with a team to implement a re-usable box program with an estimated annual savings of \$480,000 while also reducing negative effects on environment
- Designed new process for mixed receiving of books with an estimated ROI of 3 months and an annual savings of \$70,000
- Used data analytics in python and MS Access to determine the cost of relaying out warehouse space to improve store receiving sortation.
- Used excel VBA and formulas to automate a report, reducing reporting time to 5 minutes.

**Wagner Carbide Saw - Repair Technician & Machine Shop Intern (May 2017- Dec 2019)**

- Used Lean and 5S principles to continuously improve the shop space and work environment
- Used Microsoft Access automate invoices/forms and Excel for Quality Control of saw blades
- Diagnosed and resolved mechanical problems in high-end CNC sharpening machines

**Certifications & Skills**

- Experience with SQL Server Management Studio, Azure Data Studio, and complex T-SQL
- Data skills in PowerBI/Tableau, R (Tidyverse/RShiny), Python (Pandas), and SQL
- Yellow Belt in Lean through J&J and Green Belt in Six Sigma through IISE
- Advanced VBA and formula knowledge for Microsoft Excel and Microsoft Access
- Working knowledge of SAP Fieldglass, Solidworks, Fusion 360, AutoCAD, MATLAB, and CNC Machining
- Professionally Bilingual in Spanish and English