

Ning-Chieh (Jay) Chang
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Education

The University of Texas at Dallas – Jindal School of Management, Richardson, TX *May 2013*
Master of Science - Supply Chain Management

Fu Jen Catholic University, Taipei, Taiwan *Jun 2008*
Bachelor of Arts - Economics

Working Experience

Service Management Solution, Ltd., Business Analyst, Grapevine, TX *Jul 2013-Present*
The biggest repair and consulting service center of Wistron Corporation - one of the major worldwide ODM of ICT (Information and Communication Technology) products. SMS, Ltd. currently serves North America, Canada and Latin America areas, focusing on famous brands such as HP, Dell, Lenovo, and Asus.

- Explored the issues for HP Latin America operation by reviewing the weekly KPI (Key Performance Index) and achieved an average 97% level of fulfillment accomplishment.
- Discovered issues and proposed action items by reviewing HP Latin America overall weekly performance.
- Audited all purchase requests from Latin America Sites (Mexico & Colombia) to reduce unnecessary costs.
- Analyzed HP Latin America freight rate by collecting the actual freight data and saved approximately 10% of additional freight cost by proposing the new rate to charge customer.
- Calculated NPI (New Product Introduction) material excess & LTB (Last Time Buy) material holding cost, and presented the report to charge HP.

Projects conducted in Service Management Solution, Ltd.:

- Maxico Lenovo new project kickoff *Oct 2013*
- HP North America operation output performance dashboard *Dec 2013*
- Mexico site year end cycle count (In Mexico) *Jan 2014*
- Training data base interior audit *May 2014*
- Warehouse process implementation project *Sep 2014*
- Asus Mexico material planning *Dec 2014*
- Freight optimization project *Mar 2015*
- Excel training program *Apr 2015*
- Year-End cycle count project coordinator *Nov 2016*
- Project leader of China VMI hub project (New logistics flow) *Jan 2016*

Rain Spring Technology, Ltd., Sales and Marketing Representative, Taipei, Taiwan *Jan 2010-Jan 2011*

- Monitored competition and analyzed competitor activity.
- Aligned selling prices with company guidelines and successfully maximized profits.

Military service, Corporal in charge of military supplies, Taipei, Taiwan *Jan 2009-Jan 2010*

- Managed the budget and articles for daily use for the troops.
- Planned the buffer of equipments and repair parts for daily use.

Skills

Software: Proficient in Microsoft Excel, Power Point, Visio, SAP

Language: Mandarin native speaker and fluent in English

Soft Skills: Fast learner, team player, analytical thinker, detail oriented, and an effective communicator