

Rodney Zhu

rodney.zhu@outlook.com | 760-960-3610 | Los Angeles, CA

<https://www.linkedin.com/in/rodneyzhu/>

Procurement Analyst with over a decade's worth of supply chain & information systems experience. Proven track record for establishing/negotiating POs and subcontracts with vendors, creating government contracts in regulation to FAR/DFAR, and advising management about procurement policies and procedures

PROFESSIONAL EXPERIENCE

Technical Operations Coordinator (M-F 40 hrs per week) **08/2021 – 04/2023**

Housecall Pro | Remote - *SaaS Startup Company providing home services business software*

- Lead Agile software development life cycles for internal tools involving chat, email, and SMS, **advising management and internal customers how to use these tools and to integrate with Salesforce**
- Developed and implemented automation between Intercom and Salesforce to streamline the creation of cases, enhancing workflow efficiency by 32% for the customer success team
- Achieved efficient handling of customer inquiries and complaints about Salesforce by implementing and managing a round robin Jira ticketing system, resulting in a 29% reduction in average response time

Commodity Management and Sourcing Specialist (M-F 40 hrs per week) **07/2018 – 08/2021**

Collins Aerospace | Chula Vista, CA / Remote

- Managed a diverse \$21M portfolio procuring 160+ machined parts globally using SAP
- Drove supplier performance by analyzing key metrics through Tableau and the Supplier Portal; increased on time delivery for suppliers from 73% to over 90%
- Managed transfer project of 42 machine parts from 3 underperforming or costly US suppliers to a new Indonesian supplier; a cost savings of \$480k per year

Senior Buyer (M-F 40 hrs per week) **03/2015 – 07/2018**

General Dynamics | San Diego, CA

- **Key on site shipyard representative that presented supply chain acquisition status daily to the Company President, upper management, customers, Navy, and production leadership**
- Earned the Mover & Shaker Award on a 1st of class oil tanker **for identifying and analyzing acquisition process problems, trends, and emerging needs**; expedited 300 replacements for unplanned demand allowing the ship to sell ahead of schedule
- Planned Sea Trials for Navy ship deliveries; improved trial costs by 15% and kept budget under target

EDUCATION

- **B.S. Supply Chain & Information Systems** | The Pennsylvania State University 2011
- **Minor in International Business** | The Pennsylvania State University

CERTIFICATIONS

- **Certified Supply Chain Professional** | ASCM/APICS 2017
- **Certified Salesforce Admin (ADM-201)** | Salesforce 2020