John Fang

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PROFESSIONAL SUMMARY

Engineering professional with a strong foundation in mechanical, industrial, and computer systems engineering. Experienced in CAD design, finite element modeling, database development, and process optimization. Proven track record of leading cross-functional projects, prototyping devices, and applying data-driven methods to improve engineering outcomes. Lean Six Sigma certified, PMP candidate.

WORK EXPERIENCE

North Dakota State University

Research Assistant, Mechanical Engineering, Fargo, ND   Sep 2015 - May 2018

- Designed and prototyped nanofiber force-spinning devices using PTC Creo and Rhino, improving fabrication accuracy and efficiency by 33%.
- Conducted fracture analysis with FEM and Matlab, integrating machine learning algorithms for predictive modeling and visualization.
- Developed custom data pipelines in Python and R for real-time analytics, enabling anomaly detection and trend identification.
- Built a centralized SQL database for experimental data, reducing retrieval time by 30% and ensuring data quality compliance.

Massman Automation

Process Engineering Intern , Villard, MN   Jan 2015 - Sep 2015

- Led a cross-disciplinary engineering team to design an automated packaging system, reducing operational expenses by 30% and production time by 15%.
- Conducted A/B testing and user research to prioritize technical features that aligned with business needs and improved customer satisfaction by 25%.
- Delivered cost-benefit analyses on layouts, factoring in transportation, storage, and operational efficiency.

Northeastern University

Research Assistant, D'Amore-McKim School of Business, Boston, MA   May 2020 - Dec 2021

- Designed and implemented a scalable operations management platform using Microsoft Power Platform, empowering non-technical users to automate workflows and increasing operational efficiency by 14%.
- Led cross-functional presentations and coordinated technical deployment strategies, ensuring adoption across diverse departments and aligning with organizational performance goals.
- Focused on simplifying and standardizing processes, laying the groundwork for more efficient and scalable operations.

Apple Inc

Customer Experience & Strategy Lead, Chestnuthill, MA   Jan 2024 - Present

- Applied Agile methodologies to support technical readiness for Apple Vision Pro launch, ensuring team proficiency and customer adoption.
- Partnered with cross-functional teams to improve technical training and onboarding processes, driving measurable increases in performance metrics..

Apple Inc

Product Specialist /Expert, Boston, MA   July 2022 - 2024

- Collaborated with business and engineering partners to translate customer requirements into technical solutions, leveraging data insights for operational improvements.
- Facilitated Agile feedback loops and provided technical mentorship to staff, ensuring readiness for new product ecosystems.

EDUCATION

Northeastern University, Boston, MA

Master of Science in Computer System Engineering

North Dakota State University, Fargo, ND

Master of Science in Mechanical Engineering
Bachelor of Science in Industrial and Manufacturing Engineering

SKILLS & CERTIFICATIONS

- **Engineering Tools:** PTC Creo, Rhino, CAD, Matlab, CNC, Additive Manufacturing
- **Programming & Data:** Python, Java, SQL, R, Microsoft Office/Excel (advanced), Tableau
- **Engineering Methods:** Finite Element Analysis (FEA/FEM), Fracture Analysis, Machine Learning (predictive modeling), Process Optimization
- **Project Management:** Agile, Waterfall, Lean, Six Sigma
- **Certifications:** Lean Six Sigma Green Belt, Six Sigma Green Belt, PMP (in progress)