SUNNY CHEN

Durham, NC • 678-469-4797 • sun5732@gmail.com • U.S. Citizen

PROFESSIONAL EXPERIENCE

BASF   **Germany, EMEA (Remote)**
OMP Technical Consultant & SME   *JUN 2023 - PRESENT*
- Identified and implemented required changes in OMP Software used at BASF by working with business leaders, the OMP development team, and BASF OMP Planners
- Supported the rollout of OMP implementations for multiple Operating Divisions within BASF by setting up profiles, validating database elements, configuring local settings, and transferring data from the development or validation environment
- Completed user stories related to testing and validation of OMP deliverables, internal BASF documentation, and implementation of changes requested by BASF OMP users within monthly sprints

Johnson & Johnson   **Belgium, EMEA (Remote)**
OMP Technical Consultant & SME   *FEB 2022 - MAY 2023*
- Identified and implemented required changes in OMP Software used at JnJ by working with business leaders, the OMP development team, and JnJ OMP Planners
- Integrated industry standard software development practices alongside current business practices in order to streamline the rollout of new OMP features internally, developing customer pak files
- Led a team of OMP Key Users to configure and publish improvements in the OMP dashboards, pivots, tables, etc. Worked closely with version control, configuration files, and pak files
- Assisted with technical acceptance testing (TAT) and user acceptance testing (UAT) of ongoing OMP implementations for multiple teams

OMP Inc.   **Marietta, GA**
Technical Implementation Consultant   *FEB 2020 – SEP 2021*
- Implemented advanced supply chain planning software modules for customers in industries including medical devices, flooring, paper, and packaging. Analyzed the customer's environment, designed and presented solutions, configured and installed the software
- Led in-person demonstration, handover, and training sessions of the configured software for multiple customers across various projects
- Specialized in demand planning and forecasting suite (FCT) of applications. Within the FCT module, led demonstration and training sessions for newly onboarded colleagues and wrote technical documentation for future reference, both internally and externally
- Provided after-sales customer support for current OMP software solutions, analyzed potential bugs/issues while providing workarounds in live production systems; interacted with experts on OMP teams to determine the root cause of issues and implement permanent solutions

Porsche Cars North America   **Atlanta, GA**
Quality Analyst   *JAN 2018 - MAY 2019*
- Interacted with field technicians in the market; identified and monitored issues found in repair cases in the North American market
- Analyzed data such as cost per unit, units affected, and total market production; presented reports to Porsche AG (headquarters) in Germany to discuss potential solutions to current and potential issues
- Performed case studies by tearing down individual vehicles to test specific parts, determine the root cause, and find solutions to each issue

EDUCATION

Georgia Institute of Technology   **Atlanta, GA**
B.S. Industrial and Systems Engineering,   *With Honors*
- Treasurer of Georgia Tech Wreck Racing; led peers in construction of budget race cars for annual competition; managed budget for team and competition car
- Senior design: Designed and developed a linear programming model in Python to optimize the complex assembly process for a local business producing carts and kiosks; doubled throughput and decreased labor costs by 16.7%; ISyE Senior Design Finalist

SKILLS AND CERTIFICATIONS

Certifications: APICS Certified Supply Chain Professional (2021), OMP OPAL Programming Language   Certification (2022), OMP Training Certifications across multiple modules (FCT,OPR,SOP)

Software: OMP (Multiple certifications), Minitab, Adobe CC Suite (Photoshop, After Effects, Premiere Pro), Microsoft 365 (Excel, Word, Powerpoint)

Programming: SQL (MySQL and Oracle), Python, R, Java, C, HTML/XML/CSS, OMP OPAL