

SUNNY CHEN

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

PROFESSIONAL EXPERIENCE

Johnson & Johnson (Vision Care/ Surgical Vision)

Jacksonville, FL (Remote)

Program Manager & OMP SME

NOV 2023 - AUG 2024

- Coordinated and supervised the upgrade from legacy ERP system to OMP Supply Planning system for equipment production plant; designed and presented project charter to JnJ management to determine scope, secure resources, schedule go-lives and training; interfaced with JnJ business leaders and supply chain planners to meet timelines for deliverables
- Supported previously installed OMP systems and ERP data interfaces by leading daily scrum calls across VC and SV business teams for tracking and alignment on action items, technical bugs, and specific follow-ups
- Designed acceptance criteria and test scripts for implementation of change/enhancement requests for previously installed OMP systems using Agile methodology, ensuring timely delivery and continuous improvement of changes/enhancements

BASF

Germany, EMEA (Remote)

OMP Technical Consultant & SME

JUN 2023 - NOV 2023

- Identified and implemented required changes in OMP systems using Agile methodology; completed user stories related to testing and validation of OMP deliverables, wrote internal BASF documentation, scheduled and coordinated monthly sprints
- 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 (DEV) or validation (QA) environment

Johnson & Johnson Pharmaceuticals (Janssen Global Services)

Belgium, EMEA (Remote)

OMP Technical Consultant & SME

FEB 2022 - MAY 2023

- Integrated industry standard software development practices alongside current business practices to develop OMP features internally, using customer pak files; introduced the use of Git version control and trained Key Users to configure and publish improvements in the OMP dashboards, pivots, tables, etc.
- Assisted with technical acceptance testing (TAT) and user acceptance testing (UAT) of ongoing OMP implementations for multiple teams; thoroughly constructed and executed test scripts and validated acceptance criteria with all relevant stakeholders

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 customer environment, designed and presented solutions, configured and installed the software
- Led live demonstrations, 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 demo and training sessions for newly onboarded colleagues; wrote technical documentation for internal and external reference
- Provided after-sales customer support for installed (live) OMP systems, 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 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 determine solution

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; managed team budget and racecar budget
- 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 (2021), OMP Training Certifications across multiple modules (FCT,OPR,SOP)

Software: OMP (Multiple certifications), Minitab, Adobe CC Suite (PS, AE, PP), Microsoft 365 (Excel, Word, Powerpoint)

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