

# Omar Patel

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## SUMMARY

Technical Program Manager with five years delivering digital manufacturing initiatives across production environments. Connects manufacturing leaders, process owners, IE and PE engineers, data specialists, and distributed software teams through clear requirements, practical decisions, and dependable delivery. Hands on work covers **MES** and **ERP** workflows, **work orders**, bills of materials, scheduling, inventory, SQL analysis, relational data, **API integrations**, and production to enterprise information flows. Leads features from discovery and design through development, testing, UAT, rollout, and adoption. Evaluates prototypes and AI agent use cases with LLMs, validation checks, acceptance criteria, and escalation paths. Creates training, SOPs, runbooks, and support documentation that help operators and supervisors adopt new workflows with confidence. Bilingual Mandarin and English communication supports productive collaboration across manufacturing and engineering teams.

## EXPERIENCE

**Technical Program Manager, Digital Manufacturing** January 2024 - Present  
Pacific Circuit Manufacturing *Santa Clara, CA*

- Leads digital manufacturing programs across two electronics assembly operations, connecting MES production records with ERP processes and coordinating operations, engineering, data, and offshore software teams. Owns feature delivery, technical review, operational readiness, and user adoption.
- Connected MES records with ERP work orders, **BOMs**, schedules, and **inventory** across electronics operations.
  - Translated stakeholder needs into user stories, interface specifications, acceptance criteria, and milestones for offshore engineers.
  - Owned feature delivery through design, development, integration testing, UAT, release readiness, and floor rollout.
  - Evaluated an AI agent prototype with LLM interaction, governed data, validation checks, and escalation paths.
  - Reviewed **SQL** queries, API payloads, integration behavior, and demonstrations before acceptance decisions.
  - Created operator training, SOPs, and runbooks, then guided feedback and post launch issue triage.

**Manufacturing Systems Program Analyst** July 2022 - December 2023  
BayWorks Industrial Systems *Fremont, CA*

- Coordinated MES release programs for high mix production, linking shop floor transactions with ERP work orders, materials, inventory, and schedules. Facilitated bilingual requirements sessions, validated data, assessed releases, and supported adoption across manufacturing users and remote developers.
- Mapped MES transactions to ERP **work orders**, material consumption, inventory movements, and production schedules.
  - Facilitated Mandarin and English requirements sessions, documenting process rules and edge cases for remote developers.
  - Built SQL validation queries against relational data, isolating defects during system and UAT cycles.
  - Maintained risk, blocker, and dependency logs, escalating decisions with concise impact and resolution options.
  - Assessed prototypes and release candidates against acceptance criteria before production approval decisions.
  - Developed user guides and floor training materials for supervisors and planners during workflow changes.

**Industrial Engineering Associate, Manufacturing Systems** October 2021 - June 2022  
Silicon Valley Production Technologies *San Jose, CA*

- Supported manufacturing process improvement through workflow analysis, requirements documentation, data reconciliation, interface testing, and pilot readiness. Worked with supervisors, process engineers, planners, application engineers, and system users to stabilize production workflows and documentation.
- Analyzed assembly workflows, **work orders**, routings, BOM usage, schedules, and inventory handoffs for improvement.
  - Documented current and future production processes, converting operator observations into structured system requirements.
  - Used SQL extracts and Excel analysis to reconcile production events with MES records and data issues.
  - Prepared API testing scenarios, expected results, and traceable defect evidence for application engineers.
  - Coordinated pilot readiness with supervisors, process engineers, planners, and users before workflow launches.
  - Maintained process documentation and issue logs through stabilization, preserving dependencies and user feedback.

## PROJECTS

- AI Agent Operations Proof of Concept** 📅 2025  
Evaluated an LLM enabled agent for governed manufacturing data access. Defined business scenarios, validation checks, escalation paths, and pilot acceptance conditions for responsible operational use.
- MES and ERP Data Validation** 📅 2023  
Built SQL checks for production transactions and interface results. Compared relational source data with MES and ERP records, helping teams isolate defects before UAT approval.

LEADERSHIP & AWARDS

- Recognized by manufacturing leadership for dependable coordination across operations, engineering, data, and software teams.
- Selected to guide bilingual requirements sessions and release reviews for high mix production workflows.

EDUCATION

Bachelor's Degree in Industrial Engineering2021

San Jose State University GPA: 0San Jose, CA

Coursework: Manufacturing systems, operations research, database systems, production planning

CERTIFICATIONS

- Certified ScrumMaster, Scrum Alliance 📅 2025
- SQL for Data Analysis Certificate, Coursera 📅 2023

TECHNICAL SKILLS

- **Manufacturing Systems:** MES, ERP, shop floor workflows
- **Production Planning:** Work orders, BOMs, scheduling
- **Inventory Operations:** Inventory movements, material consumption, stock records
- **Data Analysis:** SQL, Excel, data reconciliation
- **Database Systems:** Relational databases, source tables, transaction records
- **Integration Interfaces:** APIs, payload review, data flows
- **AI Technologies:** AI agents, LLMs, governed data
- **Program Delivery:** UAT, release readiness, rollout
- **Quality Methods:** Acceptance criteria, defect evidence, validation checks
- **Documentation Systems:** SOPs, runbooks, user guides

SKILLS

- |                                |                        |              |                        |
|--------------------------------|------------------------|--------------|------------------------|
| • Technical program management | • ERP                  | • Scheduling | • SQL                  |
| • Digital Operations           | • Shop floor workflows | • Inventory  | • Relational databases |
| • Manufacturing operations     | • Work orders          | • AI agents  | • API integrations     |
| • MES                          | • BOMs                 | • LLMs       |                        |

PROFESSIONAL AFFILIATIONS

- Association for Operations Management participant, focused on production systems and supply chain practice.
- Scrum Alliance member, applying iterative delivery habits across manufacturing technology programs.

LANGUAGES

- Mandarin (Native)
- English (Native)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST