



Omar Patel

Technical Program Manager, Digital Operations

☎ (408) 555-7316 ✉ omar.patel@example.com

🌐 linkedin.com/example/omarpatel 📍 Milpitas, CA 95035

STRENGTHS

- ♥ **Requirements translation**
Turned shop floor observations into clear stories and acceptance criteria. Stakeholders gained confidence in what teams would deliver.
- 👥 **Cross team delivery**
Connected operations, engineering, data, and offshore developers. Shared decisions early, which kept difficult releases moving.
- ⚙️ **Production judgment**
Reviewed workflows against real operator needs. That practical check often exposed gaps before users saw them in production.
- 📊 **Data validation**
Used SQL and source comparisons to trace interface issues. Teams came back for help when records did not align.
- 🎓 **User adoption**
Created training, SOPs, and runbooks around new workflows. Clear guidance made rollout feel workable on busy production floors.

SKILLS

Technical program management

Digital Operations

Manufacturing operations MES

ERP Shop floor workflows

Work orders BOMs Scheduling

Inventory AI agents LLMs SQL

Relational databases

API integrations

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

Pacific Circuit Manufacturing 📅 January 2024 - Present 📍 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

BayWorks Industrial Systems 📅 July 2022 - December 2023 📍 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.

LANGUAGES

Mandarin	Native
English	Native

MY CAREER



- Technical Program Manager, Digital Manufacturing at Pacific Circuit Manufacturing (2.7 Years)
- Manufacturing Systems Program Analyst at BayWorks Industrial Systems (1.4 Years)
- Industrial Engineering Associate, Manufacturing Systems at Silicon Valley Production Technologies (8 Months)

Industrial Engineering Associate, Manufacturing Systems

Silicon Valley Production Technologies 📅 October 2021 - June 2022 📍 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 Engineering

San Jose State University 🎓 GPA: 0 📅 2021 📍 San 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST