

JANE YIM

Business & Operations Analyst

Long Beach, CA | Jane.yim22@gmail.com | linkedin.com/in/Jane Yim

PROFESSIONAL SUMMARY

Business & Operations Analyst with 3+ years of logistics and supply chain experience at Samsung Electronics America, applying SAP, Excel, and KPI reporting to customer account management, transportation coordination, and cross-functional process improvement. Pursuing an MSBA at UC Irvine, developing analytical capabilities in SQL, machine learning, and data visualization through graduate coursework and project work.

SKILLS

Core Business & Operations: KPI Reporting, Customer Account Management, Transportation Management (TMS), Carrier & 3PL Management, Process Improvement, Cross-Functional Coordination, Operational Reporting

Professional Tools: SAP (WM/WMS), Excel (VLOOKUP/XLOOKUP, Solver), Salesforce, NetSuite

Academic Analytics Experience (MSBA coursework/projects): SQL, Python (pandas, scikit-learn), Statistical Analysis, Machine Learning, Predictive Modeling, Forecasting, Tableau, Power BI

PROFESSIONAL EXPERIENCE

SAMSUNG ELECTRONICS AMERICA | Santa Ana, CA

Logistics Specialist | Customer Account Management

Jan 2025 – Present

- Coordinate logistics activities for assigned customer accounts, ensuring timely and accurate product delivery.
- Support end-to-end shipment visibility by partnering with Sales, Supply Chain, Warehouse, Operations, and Transportation teams to align execution with customer requirements.
- Serve as primary logistics point of contact for assigned accounts, managing delivery performance, issue resolution, and service alignment.
- Generate daily and ad-hoc reports in SAP and Excel to track performance trends, identify gaps, and support data-driven operational decisions.
- Maintain accurate operational records and resolve shipment discrepancies identified through SAP systems and logistics reports.
- Create and update SOPs for logistic processes and train team members on operational workflows, system, and account requirements.

IOD/POD Logistics Coordinator

Aug 2023 – Jan 2025

- Managed incoming and outgoing hub shipments, sustaining a 95% rate of deliveries meeting or exceeding customer expectation deadlines.
- Managed direct carriers and 3PLs, tracking shipments to resolve shipping and warehouse errors and minimize carrier issues.
- Identified process improvement opportunities to reduce LTL shipment delays and support a 95% on-time delivery (OTD) rate.
- Tracked and oversaw POD documentation for direct carriers and 3PLs to support on-time POD (OTPOD) KPI compliance.
- Collaborated with cross-functional teams to reconcile weekly short-pay reports.

THYSSENKRUPP | Santa Fe Springs, CA

Master Data Control Analyst

Aug 2021 – Aug 2022

- Analyzed 20+ financial statements and credit reports weekly to assess the creditworthiness of companies and institutions.
- Identified 50–100 potential business accounts, evaluated investigation findings, and suggested credit limits to management.
- Represented the credit department, communicating regularly with customers, banks, and sales teams.

GRADUATE ANALYTICS PROJECTS — MSBA, UC IRVINE

- Machine Learning Classification: Built and compared predictive models in Python to address a business classification problem.
- Yelp Review Rating Prediction: Built a predictive model to forecast restaurant ratings from review data.
- Bitcoin & Macroeconomic Analysis: Analyzed statistical relationships between Bitcoin price movements and macroeconomic indicators.
- Supply Chain & Operations Analytics: Applied forecasting and operations optimization concepts to graduate case studies.
- SQL & Business Intelligence: Queried relational data using SQL and built dashboards in Tableau for business reporting.

EDUCATION

Master of Science in Business Analytics — University of California, Irvine (Merage)

Aug 2025 – Expected 2027

Bachelor of Science in Business Economics — California State University, Long Beach

May 2021

CERTIFICATIONS

Google Data Analytics Professional Certificate | Google Project Management Professional Certificate | Microsoft PL-300 Power BI Data Analyst Exam Preparation, In Progress (2026)