Minh Doan

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SUMMARY

Supply Chain Management and Business Analytics double major at UT Dallas with two Boeing internships and experience in procurement, logistics, process improvement, and data analytics. Skilled in advanced Excel, SAP, Tableau, and process mapping, with a track record of analyzing operational issues, improving issue resolution, and collaborating across functions to support inventory and supply chain performance.

EDUCATION

The University of Texas at Dallas **Expected May 2027**

Bachelor of Science, Supply Chain Management & Analytics

Bachelor of Science, Business Analytics & Artificial Intelligence

- **Achievements**: Comet Transfer Scholarship, Spring 2026 Dean's List
- **Leadership & Involvement**: Association Supply Chain Management, Supply Chain Leadership Council, National Retail Federation Foundation at UT Dallas
- **Coursework:** Supply Chain Information Systems: SAP, A.I, and Blockchain Innovations, A.I in Business, Global Logistics and Inventory Management, Purchasing and Sourcing Management, A.I in Supply Chain Management, Data Science for Business Applications.

PROFESSIONAL EXPERIENCE

Boeing Global Services **Dallas, TX**

Supply Chain Intern – Defense Repairs & Post Award ***May 2026 – August 2026***

- Interviewed 8 supply chain managers across functions, documenting 40+ team responsibilities, 25+ key processes, and 15+ escalation paths to support process mapping, improve supply chain visibility, and create a centralized reference for cross-functional issue resolution.
- Mapped functional ownership across 8 supply chain teams, consolidating 80+ process and stakeholder touchpoints to clarify responsibilities, identify process improvement opportunities, and support more efficient escalation management.
- Strengthened cross-functional issue resolution by centralizing insights from 8 manager interviews into a standardized reference guide, enabling managers to quickly identify the appropriate team and point of contact for operational issues.

Supply Chain Intern – Supplier Management & Procurement Multi Fam ***May 2025 – August 2025***

- Supported the resolution of 150+ quality notifications related to missing paperwork, damaged, over/short shipments, and other discrepancies, clearing issues for 14,000+ parts valued at over $1M and directly enabling inventory availability.
- Collaborated cross-functionally with Procurement, RDR, and Receiving teams and coordinated with suppliers to investigate and close aged quality notifications, improving the issue-resolution process and increasing resolution speed by 10%.
- Utilized SAP to track QN statuses and Excel to extract, filter, and monitor data from weekly reports, ensuring effective data entry and record keeping.

Star HD **Dallas, TX**

Procurement Assistant ***Aug 2023 - May 2024***

- Conducted comprehensive supplier market research and utilized Excel for data management and analysis, contributing to the identification and onboarding of 2 new suppliers for plastic scrap materials while supporting procurement decisions.
- Achieved 7% cost savings per shipment through strategic supplier collaboration, directly supporting procurement processes and reinforcing effective vendor management.

BN Service **Dallas, TX**

Logistics Assistant ***Nov 2021 - May 2023***

- Supported logistics operations by coordinating shipments and tracking inventory for 500+ monthly orders, reducing average shipment delays by 15% and ensuring operational efficiency.
- Managed data entry for inventory and order processing using MS Office tools, improving data accuracy and supporting streamlined logistics workflows.

SELECTED CASE COMPETITION

2nd Place Winner – Inventory Optimization & Omnichannel Strategy **August 2026 – September 2026**

Dick's Sporting Goods

- Addressed phantom inventory by analyzing 91% manual RFID accuracy and 15–20 min. exception resolution, recommending autonomous RFID/computer vision to surpass the 95% WMS auto-adjust threshold.
- Developed a financial case projecting $13K–$34K annual net value per store through labor capacity unlocked and recovered BOPIS orders, with $10K–$31K potential annual margin recovery to support supply chain efficiency improvements.
- Designed a 12-month implementation roadmap scaling from 3 → 25 → 100 fulfillment stores, with operational gates targeting >95% inventory accuracy and <5-min. picking to support standardized process execution.

3rd Place Winner – Retention Strategy Consulting **February 2026 – March 2026**

Google

- Collaborated with a 4-member consulting team analyzing 10,000+ e-commerce orders to diagnose a 28.8% subscription churn issue within an Autoship program driving 65% of repeat revenue.
- Applied survival analysis and customer cohort segmentation to 10,000+ e-commerce orders, identifying delivery delays as a key churn driver that increased churn risk by 4.3× and generating actionable insights into subscriber behavior.
- Supported development of a targeted fulfillment and customer recovery strategy projected to reduce late shipments from 30.7% to 8%, lower churn by 40%, and increase customer lifetime value by 30%.
- Collaborated on project roadmap and cross-functional presentation, translating statistical findings into clear business recommendations, implementation priorities, and measurable OKRs for stakeholders.

SKILLS

- **Supply Chain Systems & Software**: MS Office Suite, Excel Advanced (Pivot Table, VLOOKUP, XLOOKUP, …), SAP, Tableau.
- **Supply Chain & Operations Expertise**: Procurement, Supplier Management, Process Improvement, Process Mapping, Supply Chain Operations, Logistics Coordination.
- **Professional**: Stakeholder Management, Cross-Functional Collaboration, Project Coordination, RACI Development, Documentation Management, Leadership Communication.
- **Data Analytics:** R, Python, SQL.