

Sufyan Hammoudeh

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EDUCATION

University of Michigan **Ann Arbor, MI**
Master of Science in Information, User-Centered Agile Development **Anticipated: April 2025**

- **Coursework:** Programming I (Python); Web Design: Responsiveness and Accessibility; Servers: The Shell, and Git; Developing Mobile Experiences (JavaScript); Needs Assessment and Usability Evaluation.

Eastern Michigan University **Ypsilanti, MI**
Bachelor of Business Administration in Supply Chain Management **December 2020**

- **Awards:** Graduated Magna Cum Laude, Education First Opportunity Scholarship, Dean's List.

WORK EXPERIENCE

Business Systems Analyst Intern **Ann Arbor, MI**
U-M Information and Technology Services **May 2024 - August 2024**

- Optimized onboarding practices by leading cross-functional teams and utilizing tools such as Jira, Lucidchart, and TeamDynamix, resulting in a 25% reduction in onboarding time and improved employee integration.
- Conducted comprehensive data analysis, leveraging metrics from various systems, which increased process efficiency by 20%, leading to more informed business decisions.
- Engaged stakeholders across IT, Office Development, and Finance, improving collaboration and communication, resulting in a 15% increase in satisfaction through proactive issue resolution.

Procurement Program Manager **Ann Arbor, MI**
Domino's Pizza LLC **December 2021 - August 2023**

- Spearheaded the launch and operations of five Dominos distribution centers, increasing distribution capacity by 15% nationwide.
- Developed a unit price analysis framework that incorporated user-centered approaches, leveraging data analytics to reduce vendor costs by 20% while enhancing clarity in internal decision-making processes.
- Collaborated with Domino's Engineering and design teams on the StopLoading Pilot Project, improving demand forecasting and inventory management, resulting in a 25% increase in productivity.

Logistics Coordinator **Romulus, MI**
Expeditors **February 2021 - August 2021**

- Utilized Tableau and Power BI to develop intuitive supply chain dashboards, reducing overall lead time by 10%.
- Collaborated with a team of 10+ on a Kaizen project to design a new operating model, which supported an additional 50 sellers and increased quarterly revenue by 25%.
- Created delivery forecasts using SQL to extract historical data, leading to a 12% reduction in detention costs and a 20% improvement in the perfect order rate.

PROJECTS

ITS Onboarding Project: Jira, Lucid Chart, Team Dynamix

Business Systems Analyst **August 2024**

- Spearheaded the redesign of the ITS onboarding system to enhance user experience and process efficiency.
- Streamlined task coordination, optimized project tracking, and fostered seamless stakeholder collaboration, resulting in a 15% improvement in user satisfaction through enhanced alignment and efficient execution.

ProQuest Client Project **April 2024**

Project Manager

- Partnered with ProQuest to enhance the user experience and accessibility of their ETD Administrator site for thesis/dissertation publications.
- Led user interviews with current and former PhD students to gather actionable insights, identify process improvements, and deliver strategic recommendations to optimize the functionality and efficiency of ProQuest's ETD Administrator platform.

SKILLS

Languages: Python, JavaScript, React.js, Node.js, CSS, HTML, SQL, R, Git

Technologies: Microsoft Office 365, Tableau, Figma, Lucid, Jira, TeamDynamix