

VERA MANN HEY LO

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EDUCATION	UNIVERSITY OF MICHIGAN College of Engineering Master of Science in Industrial & Operations Engineering, December 2014 <ul style="list-style-type: none">• GPA: 4.00/4.00; Tauber Institute for Global Operations Fellow• Graduate Student Instructor: IOE 316 (Markov Processes), IOE 366 (Linear Modelling) College of Engineering Bachelor of Science in Industrial & Operations Engineering, International Minor, May 2014 <ul style="list-style-type: none">• GPA: 4.00/4.00; Engineering Global Leadership Honors Program• Elected Co-Chair, Michigan Winter Traditions Festival Planning Committee• Selected Senior Project Advisor and Project Manager, MECC Consulting Group• James B. Angell Scholar (2010-2013), Accenture Industrial & Operations Engineering Scholarship, John L. Imhoff Scholarship, A.D. Moore Award (2013)	Ann Arbor, MI
EXPERIENCE 2014	PACIFIC GAS & ELECTRIC COMPANY Tauber Intern, Financial & Resource Management <ul style="list-style-type: none">• Analyzed end-to-end process of valve maintenance process, and spearheaded initiative of eliminating non-value adding tasks in the planning stage, resulting in labor reduction of 4800 man-hours/year and potential cost-savings of \$341K/year• Developed Macro-enabled visual software to support an initiative with a potential saving of \$193K/year by facilitating scheduling decision-making and task bundling	San Ramon, CA
2013-Present	UNIVERSITY OF MICHIGAN & SOUTHWEST AIRLINES Graduate Student Research Assistant <ul style="list-style-type: none">• Designed and built large-scale MySQL database to serve as platform integrating 10+ years of national flight records and weather data; collaborated with PhD students to develop a new gate assignment tool for Southwest's Network Planning Team	Ann Arbor, MI
2013	JOHN SWIRE & SONS (HK) LTD HONG KONG DRAGON AIRLINES LTD Summer Intern, Strategic Planning & Quality Assurance <ul style="list-style-type: none">• Applied Six Sigma techniques to perform process mapping and analysis in Backoffice Efficiency Enhancement Project; presented document detailing software specifications• Conducted a capability study on SharePoint, and developed SharePoint training package for 100+ staff within the Inflight Services Department• Presented feasibility study on the adoption of barcode system in various administrative processes, resulting in reduction of associated administration costs by 25%	Hong Kong
2012	LI & FUNG GROUP LF SOURCING Summer Intern <ul style="list-style-type: none">• Coordinated with two international clients, Tommy Hilfiger and DKNY, and Chinese manufacturers to streamline production process and cut down production costs by 10%• Assisted Divisional Merchandising Manager in creating internal guide to company's online business collaboration platform, enhancing administrative efficiency by >15%	Hong Kong
2012	TRACTUS ASIA LTD. Summer Analyst <ul style="list-style-type: none">• Conducted online literature reviews and analyzed government industry data to deliver two industry sector reports providing overview of investment potential in electronics and biotechnology industries for Board of Investment in Thailand• Designed and built a knowledge base for conducting business in Myanmar, and presented a country report distributed in the 2012 U.S.-Myanmar Business Summit• Collaborated with country manager and senior consultants in site selection project for textile company in Myanmar; reviewed and refined company's analysis methodology with executive director, and codified procedures for 50+ staff in 9 global offices	Bangkok, Thailand
ADDITIONAL	<ul style="list-style-type: none">• Proficient in English, Cantonese & Mandarin, Beginner in Spanish and Japanese• Travel enthusiast, visited 17 countries and participated in SOI Arctic Youth Expedition• Avid athlete, medalist in cross-country, track, orienteering and triathlon races	