

Simon Karl Angeles Difuntorum

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Summary: Seeking Ops/Process Improvement Intern roles; using Lean Six Sigma & data to reduce cycle time.

Education

M.S., Operations Analytics

Exp: May 2027

B.S., Industrial & Systems Engineering, Dean's Scholar

May 2026

San José State University (SJSU), San Jose, CA

GPA: 3.3/ 4.0

- Operations Research, Statistical Process Control (SPC), Operations Planning & Control, Design of Expt (DOE)

Project Experience

Process Optimization Lead – Chick-fil-A & SJSU

Dec 2025 - Present

- Quantified 458.25 sec baseline service time across 3,500+ daily orders in DMAIC Analyze phase
- Analyzed Mobile Drive-Thru fulfillment, revealing 32 sec slower performance than standard Drive-Thru
- Leading root cause investigation on order handoffs to isolate primary delay drivers

Lean Operations Analyst– Town of Los Gatos & SJSU

Aug 2025 - Dec 2025

- Executed work sampling to establish permitting metrics after finding inaccuracies in 11,000 historical points
- Uncovered 17% redundant administrative processing contributing to permitting delays
- Designed an automated extraction tool using permit names, eliminating the bottleneck to reduce cycle time

Supply Chain Planning Lead – Operations Planning & Control, SJSU

Aug 2025 – Dec 2025

- Developed demand forecasts with MAD of 1.5, applying Holt's Method and regression to 24 months of data
- Built aggregate plans and MRP, projected \$182K in savings by evaluating labor and inventory tradeoffs
- Simulated historical demand in ProModel to evaluate variability and improve production plan stability

Industrial Engineering Study – Department of Motor Vehicles (DMV)

May 2025 – Aug 2025

- Evaluated capacity and appointment data across 10 service windows to reveal 27% utilization imbalance
- Applied SPC and variability analysis to isolate document verification as the primary bottleneck
- Outlined staffing reallocation scenarios projecting 75% reduction in average wait time from 20 to 5 minutes

Undergraduate Researcher – College of Engineering, SJSU

Aug 2025 – Dec 2025

- Cleaned and structured 100GB acoustic dataset (10,000 daily points) using Python for anomaly detection
- Applied feature extraction and variance analysis to explore predictive maintenance models
- Produced weekly research documentation and analytical scripts using PyCharm

Leadership Experience

Co-Chair – IISE Western Regional Conference

Jan 2025 - Present

- Directed logistics for 100+ attendee conference by managing schedules, vendors, and task dependencies
- Managed \$15K budget with zero overruns by strictly coordinating vendors and tracking real-time expenses
- Coordinated three industry tours and ten workshops by aligning logistics with partner availability & needs

Vice President – Institute of Industrial & Systems Engineers (IISE)

Mar 2025 - Present

- Expanded chapter membership by 30+ students by leading recruitment across engineering departments
- Boosted member retention by 20% by reviewing participant feedback to enhance cross-chapter events
- Tracked members' engagement metrics by maintaining attendance records and participation trends

Technical Skills & Interests

Disciplines: Lean/Kaizen, SPC, DOE, Demand & Capacity Planning, Optimization Modeling, Root Cause Analysis

Software: Power BI, ProModel, Minitab, MySQL, Python, R, SolidWorks, C++, GitHub, Jira, Figma, Lingo, MS 365

Interests: Data freelancing, community volunteering, distance running, playing guitar, and cooking carbonara