

# Huay Lim

Experienced Consultant and Operations Research Engineer

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## Summary

I am a multi-faceted professional with over 8 years of experience in the Transportation and Logistics industry; having focused on developing decision support tools, performing complex data analysis, and leading strategic initiatives. I hold a PhD in Industrial Engineering with an emphasis in Operations Research from University of Missouri, Columbia. I am passionate about Industrial Engineering and Operations Research and eager to connect with other professionals in similar areas of focus.

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## Experience

### **Consultant - Operations Planning and Engineering at FedEx SmartPost**

January 2013 - Present (3 years)

- Develops and implements operating models with high degrees of difficulty, responsibility or works with highly confidential information.
- Provides business analysis using mathematical modeling tools to answer important questions for company's planning and engineering functions.
- Provides recommendation for decisions which are critical to achieving cross functional and departmental objectives.
- Focus on strategic planning for initiatives involved with the network including long-term planning, optimization and process improvement.

### **Operations Research Engineer at FedEx SmartPost**

October 2006 - December 2012 (6 years 3 months)

- Developed complex analysis to optimize sort capacity and determine optimal number of sort facilities.
- Performed location analysis to determine the optimal location for new hub relocation and spin off location.
- Performed ad-hoc customer analysis with impact on network hub capacity.
- Developed micro level long range outlook forecast for capacity and operations planning processes.
- Developed field staffing model to determine field exempt and non-exempt staffing needs.
- Analyzed large databases and developed new tools / models to improve field performance and load planning processes.
- Developed simulation model using SIMIO in order to perform what-if analysis and improve decision-making process.

### **Graduate Research Assistant at University of Missouri**

October 2002 - December 2005 (3 years 3 months)

- Implemented a decision support system for routing schedule and network optimization that successfully saved operating cost after the routing re-assignment and increased workforce productivity.
- Developed and designed surveys in order to customize the routing applications based on the sales representatives' requirements and limitations.
- Resolved issues in obtaining travel time and distance data using mapping software.
- Performed data and statistical analyses based on the results obtained from the routing

experiments. - Provided support and update in the routing assignments after implementation when changes or modifications are required.

### **Management Analyst at Missouri Lottery**

May 2001 - June 2002 (1 year 2 months)

- Analyzed business processes using statistical and technical data and provided recommendations to internal operational teams. - Followed up the organization's efficiency from Business Process Engineering (BPR) processes to reduce non-value added processes and save the organization's operating cost. - Researched and analyzed existing or emerging technology methods that would be beneficial to the organization, i.e. interactive research tools, wireless technologies, and virtual private network.

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## Skills & Expertise

**Operations Research**

**Industrial Engineering**

**Strategic Planning**

**Management Consulting**

**Project Management**

**Data Analysis**

**Quality Management**

**SQL**

**Teradata Data Warehouse**

**ArcGIS**

**Simio**

**SAS**

**VBA**

**Supply Chain Management**

**Logistics**

**Operations Management**

**Business Analysis**

**Process Improvement**

**Analysis**

**Strategy**

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## Education

**University of Missouri-Columbia**

Phd, Industrial Engineering, 2006

Activities and Societies: INFORMS, IIE

**University of Missouri-Columbia**

Master of Science (MS), Industrial Engineering, 1999 - 2002

**University of Missouri-Columbia**

Bachelor's Degree, Industrial Engineering, 1996 - 1999

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## Languages

**English**

(Native or bilingual proficiency)

**Madarin**

(Native or bilingual proficiency)

**Malay**

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## Publications

### **The Impact of Facility Layout on Overall Remanufacturing System Performance**

International Journal of Industrial and Systems Engineering, Vol. 1, No. 3 2006

Authors: Huay Lim, James Noble

Abstract: Remanufacturing systems are more dynamic, variable and complex compared to a traditional manufacturing system as a result of the variability associated with the routings, processing times and demand. Often this complexity can be dealt with through operational-based approaches using appropriate production planning and control techniques. However, it is also possible to improve overall system performance through structural issues such as facility layout. In this paper the results of a simulation-based analysis of four different facility layout alternatives is presented: job shop, cellular, fractal and holonic layouts. Based on the analysis conducted, it was found that each layout tends to perform well for different scenarios. Consequently, a multi-criteria analysis was used to determine which layout organization should be selected based on the criteria chosen by the decision maker.

### **The Missouri Lottery Optimizes Its Scheduling and Routing to Improve Efficiency and Balance**

Interfaces 2006

Authors: Wooseung Jang, Huay Lim

The Missouri lottery, a profit-driven nonprofit organization, generates annual revenues of over \$800 million by selling lottery tickets; 27.5 percent of the revenue goes to Missouri's public education programs. The lottery sales representatives (LSRs) play a central role in increasing sales by providing excellent customer service to ticket retailers throughout the state. Hence, LSRs must have equitable, balanced work schedules and efficient routes and navigation sequences. Our objective was to provide scheduling and routing policies that minimize LSRs' total travel distance while balancing their workloads and meeting visitation constraints. We modeled the problem as a periodic traveling-salesman problem and developed improvement algorithms specifically to solve this problem. The newly implemented schedules and routes decrease the LSRs' travel distance by 15 percent, improve visitation feasibility by 46 percent, increase the balance of routes by 63 percent, decrease overtime days by 32 percent, and indirectly increase the sales of lottery tickets by improving customer service.

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## Honors and Awards

### **FedEx 5 Star Award**

FedEx

June 2014

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