
Nigel D'Mello

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- EDUCATION** **The Pennsylvania State University, University Park**
Bachelor of Science in Industrial Engineering
Minor in Engineering Leadership Development
Graduation: December, 2009
- EXPERIENCE** **Schering-Plough Corporation** Kenilworth, NJ
Process Improvement Intern Summer, 2009
- Supported the Implementation and Sustainability of the 5S program at New Jersey Operations
 - Created Lean Manufacturing sustainability tools and provided analysis for area audits in production and non-production areas as a part of the 5S program
 - Assisted with the New Jersey Operations Waste Elimination Project by using Continuous Improvement tools to perform analysis and provide recommendations
 - Provided data analysis for cleaning time reduction between product batches on Packaging lines
- The Walt Disney Company** Lake Buena Vista, FL
Systems Analyst (Co-op) January, 08 – August, 08
- Supported systems and software applications that help improve the ability to manage various facets of the Walt Disney World Costuming division
 - Lead the re-design project under the capacity of a Project Facilitator to re-build the Walt Disney World Costuming intranet module which is actively used by thousands of users
 - Formulated reports by testing new enhancements to the Garment Utilization System (GUS.NET). An inventory system software application to ensure proper functionality prior to implementation
 - Helped transit the use of barcodes, to the use of RF ID technology which helped track 5 million garments at the Walt Disney World Theme Parks & Resorts
 - Assisted with development and documentation of system maintenance to ensure security access for users
- Information Technology Services, Penn State University** University Park, PA
Lab Consultant May, 07 – Current
- Consult and assist users with wide array of software applications and general computing issues as a part of a team
 - Conduct inventory, maintain client machines and troubleshoot wide range of printers across campus
- ResCom, Penn State University** University Park, PA
Student Technician March, 05 – January, 07
- Functioned as a member to a team of computer technicians that worked closely with customers for Residential Computing, Penn State housing
 - Acted as a consultant to any users with wide array of problems such as malfunctioning of software/hardware by answering phone calls, scheduling appointments, managing the desk and answering client's questions
 - Achieved high level of customer satisfaction through methodical approach to problem resolution
- TRAINING** **Penn State Copy Center, Penn State University** University Park, PA
Six Sigma Process Improvement (Yellow Belt Certified) September, 05-December, 05
- Redesigned the layout for the copy center by analyzing time deficiencies in the process and using the Six Sigma tools
 - Worked in teams to improve the processes, build on team development, and managing obstacles to team effectiveness
- LDS Leadership Development Series, Penn State University** Sponsored by AT&T April, 05
- SKILLS** **Microsoft Office 2007** – Access, Word, Excel, PowerPoint, Project, Publisher, Visio, FrontPage, & Outlook
Process Improvement: Six Sigma (Yellow Belt) certified, Minitab
Programming: MATLAB, Java++, C++, SQL, GAMS, LINDO
Designing: Auto CAD, Solid Works, CorelDraw X3, Adobe Photoshop, SketchUp, Dream weaver 8
Technical: Microsoft Certified Systems Engineer (MCSE), Comptia A+ Certified. Hardware / OS technology
- ACTIVITIES** **International Students Council (ISC), Penn State University** University Park, PA
President January, 07- December, 08
- Work closely with senior university officials further the involvement of international students in the community through cultural, sporting, and social events
 - Serve as a President of minority organization, serve on a number of different committees whose aim is to foster and promote diversity at Penn state University
 - Represent the International community at various critical decision making meetings