

Johnny Issa

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Education

Aug 2024 – Dec 2025	M.S.E. in Industrial and Operations Engineering, University of Michigan	Ann Arbor, MI, USA
Concentration in Operations Research and Analytics - 3.5 GPA		
Aug 2019 – May 2024	B.E. in Industrial Engineering, Lebanese American University	Byblos, Lebanon
Minor in Mathematics - 3.6 GPA		

Experience

Feb 2026 – May 2026	Business Process Engineer, MyEdMaster	Boston, MA, USA
- Designed and implemented a performance evaluation framework translating qualitative inputs into quantifiable KPIs. - Analyzed cross-functional processes to identify inefficiencies and drive data-driven workflow improvements. - Developed documentation, evaluation tools, and reporting structures to support scalable performance tracking.		
Mar 2025 – Dec 2025	Research & Systems Engineering, University of Michigan	Ann Arbor, MI, USA
- Developed and operationalized standardized evaluation frameworks, improving consistency, scalability, and auditability. - Designed and executed experimental studies on oxygen dynamics, building real-time data pipelines integrating multimodal sensor data (fNIRS, ECG, wearables). - Built software tools and structured protocols to enhance data accuracy, synchronization, and reliability in complex experimental environments. - Collaborated with cross-functional stakeholders to translate research objectives into structured, implementable systems and data collection methodologies		
Jun 2022 – Aug 2022	Process Engineering Intern, Algorithm S.A.L.	Zouk Mosbeh, Lebanon
- Redesigned and standardized GMP operating procedures across production, maintenance, and packaging, improving compliance with international regulatory standards. - Mapped and optimized end-to-end workflows, increasing process consistency and reducing operational variability. - Supported commissioning and deployment of a tablet compression system by coordinating vendors, validating system requirements, and ensuring operational readiness. - Monitored and analyzed BMS/HVAC performance data to maintain contamination control and ensure continuous operational reliability.		

Projects

Sep 2025 – Dec 2025	Distribution Network Optimization	Ann Arbor, MI, USA
- Designed and analyzed a parts distribution network to minimize overall facility and transportation cost. - Built the analysis in Python using K-Means clustering to identify distribution center locations and assign dealers efficiently. - Evaluated solutions against capacity and distance constraints to ensure feasibility.		

Skills

Engineering & Operations: Process Improvement, Inventory Management, Facility Planning, Lean Manufacturing, Demand Planning.

Technical: Python, Java, MATLAB, SQL, AutoCAD, Arena, AnyLogic, Linear Programming, Mathematical Modeling.

Soft: Cross-functional Communication, Analytical Thinking, Problem Solving, Project Coordination, Documentation & Reporting.

Languages

Arabic (Native)

English (Fluent)

French (Professional Working Proficiency)