Jaime F. Escamilla Galindo

Supply Chain & Customer Planning Professional
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Links

linkedin, portfolio

Professional Summary

Supply Chain and Demand Planning professional (CAPM) with hands-on experience in customer-facing forecasting, KPI governance, and inventory optimization across SAP Mexico and Tetra Pak. Recipient of the 2026 MIT Supply Chain Excellence Award (1 of 18 students worldwide) and currently advancing SAP Integrated Business Planning (IBP) certification (50% complete; exam targeted Q4 2026). Proven ability to translate customer and business requirements into structured, data-driven planning decisions.

Work Experience

Technical Service Management Intern, SAP Mexico, Mexico City
Jan 2026 to Present

- Owned service-delivery visibility and SLA compliance tracking for 4 enterprise customer accounts across LAC South, resolving 90% of service escalations through customer-facing review meetings.
- Cut manual LATAM KPI/SLA monitoring effort ~33% by automating recurring controls (Power Query, SAP Joule Work Desktop, n8n), and corrected an extraction error that understated compliance reporting by up to 50 points.
- Led a diagnostic of the team's KPI compliance model — 8 systemic gaps found via a control-loop framework — and delivered a redesigned Power BI + SharePoint architecture for proactive KPI management.
- Slashed manual SAP for Me reporting effort up to 63% by engineering a Chrome extension (109 EWA documents, ~150-client portfolio) and 8 Claude Skills (Playwright MCP) for capacity/sizing interpretation.
- Designed and piloted a 2-session "AI Basics" program, driving AI adoption from under 10% to over 50% of teams across SAP's Global Cloud Operations organization (August 2025
- January 2026) (~300–400 people).

Project Management Intern, Tetra Pak Mexico, Mexico City

- Realigned equipment scope, layouts, and timelines with clients and Tetra Pak's Sweden HQ across ~10 active installation projects amid supply disruptions, ultimately meeting original SLA commitments through an agile, iterative approach.
- Engineered an AI-driven resource-allocation model (Microsoft Copilot) matching PM workload, skills, and availability to project needs, driving 90% accurate assignments that safeguarded client SLA commitments team-wide.
- Coordinated materials planning and procurement for 200+ SKUs via SAP Logon 800, engaging suppliers, distributors, and 3PL partners on order requisitions and delivery execution.
- Automated 10+ Excel/Power Query dashboards tracking the PM team's opportunity pipeline (win/conversion history, workload insights), cutting reporting time 70% and giving leadership real-time team visibility.

Supply Chain & Planning Projects

Farmacias Roma, Ciudad de México
Demand Planning & Fulfillment Analytics — Tec21 Industry Consulting Project

- Achieved MAPD below 16% on 10 Pareto-prioritized high-rotation SKUs (of 550+ tracked) using exponential smoothing, moving averages, and ML models (XGBoost, LightGBM, AutoGluon) under CRISP-DM.
- Consolidated 690,000+ sales records across 130 branches into a Power BI control tower tracking Fill Rate, Lead Time, and inventory-risk KPIs — validated by the company as a proposed operational-monitoring solution.

The Fresh Connection
Integrated Supply Chain Strategy Simulation

- Recovered ROI from -7.68% to +3.15% (+10.8 points) in a global supply chain simulation by shifting to a Responsiveness strategy — supplier selection, inventory-policy redesign, and SMED-based flexibility.
- Qualified for the Global Round of The Fresh Connection by growing ROI 0.86% to 17.73% (+16.9 pts) in Triple Connection, via a custom cost-sustainability supplier-scoring model.

General Motors
GM/Wayne State University Supply Chain Case Competition — Team Leader

- Reallocated the Blazer EV's 235-day annual build schedule to a 3-package volume mix (40% Basic, 48% Comfort, 12% Technology), cutting SKU-level complexity while holding total volume at 250,000 units.
- Drove a 3.96% net sales increase (to $10.5B) and grew contribution margin from 9.05% to 9.72% by using PCA-driven k-means segmentation to redesign the Blazer EV trim portfolio from 4 packages to 3.

Education

Tecnológico de Monterrey, Estado de México
B.S. in Industrial and Systems Engineering, Present

- Specialization in Data Analytics and Artificial Intelligence Tools; top GPA of class 2026 (97/100).
- Coursework in SAP End-to-End Business Processes and Positioning SAP within Supply Chain Management, including heuristic vs. optimizer-based demand-forecasting simulations — foundation for current SAP IBP certification (50% complete).
- Selected as 1 of 18 students worldwide — sole Mexican recipient in 2026 — for academic excellence, professional impact, and leadership potential in Supply Chain Management.

Honors & Awards

2026 MIT Supply Chain Excellence Award, Massachusetts Institute of Technology | MIT SCALE Global Network
2026

Borrego de Oro Award — Entrepreneurial Trajectory, Tecnológico de Monterrey, Estado de México

Leadership Experience

President — Ingenium 2025 Regional Congress
2024

Secured 5 corporate and professional-association sponsors — including DHL Supply Chain México as title sponsor — scaling the first regional Industrial Engineering congress to 450+ students from 5 campuses.

Certifications

SAP — Integrated Business Planning (IBP)
Oct 2026

SAP — Exploring End-to-End Business Processes in SAP Business Suite, SAP
2026

Inchainge — The Fresh Connection Supply Chain Simulation Certification, Inchainge
2025

PMI — Certified Associate in Project Management (CAPM), PMI
2025

Oracle — Cloud Infrastructure AI Foundations Associate, Oracle
2025

Cambridge English — First Certificate of English, Cambridge English
2021

Skills

- English (C1)
- Predictive Planning
- Procurement Analytics
- SAP (Logon 800, S/4HANA)
- Advanced Excel
- Executive Communication
- Process Automation
- French (B1)
- Customer & Market Segmentation
- Inventory Optimization
- Tableau
- SQL
- Python (pandas, scikit-learn, XGBoost, LightGBM, AutoGluon)
- Italian (A1 Advanced)
- S&OP
- Fulfillment KPIs
- Power BI
- Cross-functional Leadership
- AI Workflow Automation (Claude, SAP Joule, n8n)
- Demand Forecasting
- Materials Planning
- SCM Simulation (Fresh Connection)
- Power Query (M)
- Stakeholder & Customer Account Management
- LLM Prompt Engineering