A concentration in operations and technology management offers opportunities within a variety of disciplines, including communication, consulting, government, financial services, athletic teams, retail, hospitality, restaurants, health care, supply chain logistics, manufacturing, and transportation. Every industry uses operations, and the challenge in deciding upon a career path is which industry to join and what job tasks fit you best. Joint coursework with other business areas increases an understanding of operations from multiple perspectives. Popular dual concentrations include organizational behavior, management information systems, finance, marketing, or global business. Additionally, many students also seek minors outside of Questrom and interest can range based on the area most interested in. For all available minors, please visit the Boston University programs website found here.

For more information on required courses and to contact the Concentration Faculty Advisor, please visit HERE.

**BUSINESS OPERATIONS MANAGEMENT**

The Business Operations Management career path is perhaps the most well-known and obvious track for those interested in operations management. This position oversees activities such as planning, budgeting, and scheduling in order to support the production of high-quality products at an acceptable cost and within time constraints. The Business Operations Manager must make sure that quality of products and services, and the cost of their production, align with the business’ strategic goals. Career opportunities include General Manager (via rotational trainee programs), Sustainable Operations and Product Design, Operations Analyst and Project Coordinator.

**PURCHASING MANAGEMENT**

Purchasing management is similar to operations management. However, this career path is more strictly focused on the actual logistics of purchasing raw materials and any other supplies that a company needs. A major part of the job responsibilities are in negotiating and comparing offers in order to ensure that the company procures the best quality material at the best possible price. Purchasing managers are also responsible for ensuring that goods and services are delivered on schedule. Career opportunities include Operations Associate, Supply Chain Associate, Procurement Specialist and Performance Manager.

**CONSULTING/OPERATIONS CONSULTING**

Operations consultants provide advisory services and/or implementation services that improve an organization’s value chain. Operations management consulting projects create more effective client operations by advising on and supporting with the implementation of changes to the organization, functional business processes, management systems, culture and other elements part of the value chain. Career opportunities include Consulting Analyst, Business Analyst and Operations Analyst.

**OPERATIONS RESEARCH**

For those who wish to focus on operations management from a more theoretical perspective, the Operations Research Analyst career path can be an attractive one. Individuals in this career path are primarily responsible for determining the best allocation of a company’s assets and resources. These resources can include hard assets, but also typically include human resources, time, capital, and a number of other industry-specific resources. Individuals in this job are also responsible for assessing the current and future costs associated with those resources. Career opportunities include Business Analyst, Data Analyst and Financial Analyst.
Career paths after graduation typically involve coordination of people, equipment, information and resources necessary to produce or deliver an organization’s product or service. After a few years of experience, students may have duties such as new product development, managing quality control, project management, capacity planning, process choice, materials management, purchasing and scheduling. Opportunities in this field require analytical and quantitative skills to facilitate how an organization runs.

Many Questrom students choose typical career paths associated with this major. However, some graduates choose unrelated careers that utilize skills and experiences developed during their time in college. Some fields may require further training or study. Below are a small sample of career paths, but is not a comprehensive list of all the options.

- Operations Analyst/Associate
- Data Analyst
- Project Coordinator/Manager
- Data Operations
- Performance/Quality/Process/Continuous Improvement Coordinator/Manager
- Quality Management
- Supply Chain
- Logistics
- Retail Operations
- Purchasing/Distribution
- Inventory Management
- Systems Management
- Rate Analysis
- Supplier /Sourcing
- Transportation Management
- Operations Manager
- Business Development Manager
- Rotational or Leadership Development Programs
  EX: Leadership Analyst Program

**Rotational and LDP programs are usually 2 year training programs that can be valuable for undergraduates to launch into their career. More information about programs and various types offered in many industries can be found on the Feld Center’s site here**

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### Internship and Job Search Resources

**OTM Specific Web Resources:**

- Vault
- Pardee Library
- Indeed.com
- Monster.com
- Indeed
- Simply Hired
- Internships
- Glassdoor
- BU Technology Department - Apply for roles to assist in building your technology skills
- Agganis Arena Employment - Apply for roles to build more operational skills
**OTM Specific Suggestions:**

- Take leadership roles on team projects, demonstrating your ability to lead small to mid-range projects and develop effective plans.
- Develop strong computer skills - proficiency in Microsoft Excel is essential.
- Gain customer/client support experience and supervisory experience through clubs and organizations or part-time employment.
- Be prepared to answer interview questions regarding process improvements implemented in past jobs, teamwork, communication, analysis/problem solving, and the ability to adapt.
- Recruiting for operations positions, especially leadership development programs, can start as early as September of your senior year, so be prepared early for the job search.
- Conduct informational interviews with professionals in the field and attend career events in the fall and spring, including information sessions and career fairs with Questrom and the BU community.

**POPULAR EMPLOYERS**

You can use your business administration degree in a number of different industries. Below is a list of sample employers that recruit at Questrom and are looking for students who concentrated in Operations & Technology Management:

- Accenture
- AstraZeneca
- Pharmaceuticals
- Boston Scientific Coach
- Deloitte & Touche
- Dunkin’ Brands
- EMC
- General Electric
- Goldman Sachs
- Hanover Group
- Liberty Mutual
- Lockheed Martin
- Monster
- Nestle
- Praxair
- Public Consulting Group
- Staples
- Target
- Thermo
- Fisher Scientific
- The Hartford
- TJX United Technologies
- Vistaprint

**NEXT STEPS**

**Questrom/BU Clubs:** Questrom/BU Clubs: Joining clubs is a great way to gain experience and build your professional network. Below are specific club(s) within Questrom for those interested in Operations & Technology Management. For a complete list of business specific Questrom Clubs, please visit [here](#) and for a list of BU wide clubs that offer organizations across larger interest areas ranging from health to nonprofits, please visit [here](#).

**Professional Associations:** Professional Associations exist on the regional and national level. They host national conferences discussing relevant topics, networking events and training and professional development opportunities. If you are interested in careers in Operations & Technology Management here are some professional associations, you may want to consider joining:

- Production & Operations Management Society
- Institute for Supply Management
- Association for Operations Management
- American Purchasing Society
- Council of Supply Chain Management Professionals
- Project Management Institute (PMI)
- American Production Inventory Control Society (APICS)
LinkedIn Groups: LinkedIn is a crucial part of anyone’s job search and networking strategy. Using LinkedIn groups, you can develop more targeted networks for various criteria including location, industry, function and more! Below is a list of sample LinkedIn groups OTM concentrators may want to consider, for more assistance on using this feature please make an appointment with a UDC Career Advisor at bu.joinhandshake.com:

- Operations Manager
- Retail Field Operations
- Sales Operations Group
- Operations Management in Practice
- Operations & Supply Chain Strategy
- Ops Management