

# OPERATIONS & TECHNOLOGY MANAGEMENT CONCENTRATION GUIDE

A concentration in operations and technology management offers opportunities within a variety of disciplines.

Several paths include 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 Management & Organizations, 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 about required courses and to contact the Concentration Faculty Advisor, please visit [here](#).**

## SUPPLY CHAIN MANAGEMENT

Supply chain managers develop and monitor supply chain strategy for companies. The objective for these professionals is to improve productivity and efficiency and reduce costs while securing high quality materials for their company. Supply chain managers track logistics and inventory while also analyzing operational performance and resolving issues as they arise. Supply chain managers must liaise with a variety of vendors and suppliers to ensure all operations meet quality and safety standards.

**Careers Include:** Supply Chain Manager, Materials Planning Manager, Supply Chain Analyst, Customer Solutions Analyst, Business Systems Analyst

## CONSULTING

Operations consultants contribute expertise to business optimization initiatives across various industries. Through consultation with clients, consultants evaluate business operations, assess the utilization of resources, and develop and implement improvement strategies in line with business objectives. Consulting activities may include determining the scope of operational improvement initiatives, developing operational improvement strategies, recommending cost-effective solutions to operational challenges, restructuring

departments and defining employee roles, facilitating training initiatives and promoting best practices, performing cost calculations and coordinating budgets and integrating new technologies and promoting adherence to industry standards.

**Careers Include:** Strategy and Operations Consultant, Associate Consultant, Business Analyst, Business Process Analyst, Operations Associate

## PRODUCT DEVELOPMENT

Product development managers plan and develop new products and/or services for companies. Core functions include research and development along with marketing and testing. Essential elements for a product development manager might include the creation of a prototype of a new product and direct its development all the way to the final design, determination and/or development of the process for creating a new product or service, research to determine the best way to produce a product, present new ideas to company executives to gain permission to develop new product lines, prepare cost estimates for the development of a new product, research patents, copyrights and trademarks in order to eliminate infringement issues, and ensure that every phase of a particular project proceeds as scheduled.

**Careers Include:** Product Development Associate, Product Development Specialist, Global Sourcing Associate, Product Experience Associate

## MANUFACTURING OPERATIONS

Manufacturing operations managers oversee the overall manufacturing process in an industry to ensure optimized production. To ensure the manufacture of high quality and cost-effective products, they supervise and direct technical personnel at each stage of production. Additionally, they oversee the planning and organization of a production process, ensure machinery are operational and efficient, and ensure availability of necessary material, equipment, and labor resources required for projects. Manufacturing operations managers may also be responsible for cost estimates and budgets when submitting manufacturing proposals.

**Careers Include:** Associate Operations Manager, Manufacturing and Operations Manager, Manufacturing Associate, Manufacturing Operations Planner, Inventory Control Associate

## SERVICE OPERATIONS

Service operations managers supervise the production and provision of various services. Central duties often include designing and controlling the various steps of service process, developing and implementing business plans, redesigning business operations as needed, and recruiting and hiring of new staff. Supervision of staff includes consistent training and feedback, evaluation at annual employee performance reviews, maintenance of safe working conditions, and the monitoring of project budgets.

**Careers Include:** Service Operations Manager, Service Operations Analyst, Operations Specialist, Global Service Operations Associate, Service Operations Coordinator

## BUSINESS OWNER

Entrepreneurs and business owners develop and implement the strategic business plan for their organization and ensure day-to-day operations progress effectively and efficiently. Owners must have a strong command of many critical business functions including finance, operations, marketing, and human resources, among others. Though specific business activities vary based on industry, company size, products or services, regulations, and more, all must demonstrate strong leadership and navigate with agility and foresight.

**Careers Include:** Founder, President, Principal, Chief Executive Officer, Managing Partner, Board Member

## CLASSES TO CAREER GRID

Interested in seeing how different career paths connect back to the classes you take? Take a look at the grid below to help you strategize which classes will help you build the skills and knowledge you need to meet your career goals.

CLASS	SUPPLY CHAIN MANAGEMENT	CONSULTING	PRODUCT DEVELOPMENT	MANUFACTURING OPERATIONS	SERVICE OPERATIONS	BUSINESS OWNER
OM 440 Operations Strategy	×	×	×	×	×	×
OM 441 Operations Analysis	×	×	×	×	×	×
OM 443 Project Management		×	×			×
OM 447 Service Operations	×	×			×	
OM 465 Improving Quality: Six Sigma Certification			×	×	×	×
OM 467 Global Supply Chain Management	×	×	×	×		×
OM 451 Environmentally Sustainable Supply Chains	×	×	×	×	×	×
SI 453 Strategies for Environmental Sustainability	×		×			
IS 474 Platform Strategy & Design	×					×
MK 465 Retailing Strategy					×	

## INTERNSHIP AND JOB SEARCH RESOURCES

- [Vault](#)
- [Pardee Library](#)
- [Indeed.com](#)
- [Monster.com](#)
- [Simply Hired](#)
- [Internships](#)
- [Glassdoor](#)

### OTM Specific Web Resources

- [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

Accenture

AstraZeneca

Boston Scientific Coach

Deloitte & Touche

Dunkin' Brands

EMC

General Electric

Goldman Sachs

Hanover Group

Liberty Mutual

Lockheed Martin

Monster

Nestle

Pharmaceuticals

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.

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](http://bu.joinhandshake.com):

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