

# Anna Victoria R. Flores

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**CAREER OBJECTIVE:** To have a challenging position as an operations manager in your growth-oriented organization where I may be able to apply my knowledge and skills that I have earned from my 6-year experience in working in surface treatment/ chemical industry / food production industry most efficiently for the achievement of the objectives of the company.

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## PERSONAL SUMMARY

- Licensed Chemical Engineer
- Production Operations manager in a food production and food packaging companies.
- Well-versed in project planning and management.
- Spearheaded projects focusing on efficiency and profit optimization.
- Realized 50% increase in department's profitability due to machine and manpower efficiency optimization projects.
- Experienced Operations Manager in an Anodizing Company catering to customers in the Aerospace and Telecommunications industry.
- Well-experienced in different Sulfuric Acid Anodizing methods, as well as metal preparations such as Electro-polishing, Etching and Dyeing.
- Spearhead research projects and development of new anodizing processes to meet the customer demands as well as projects to streamline the existing processes and reduce its cycle time.
- Realized 50% growth in plant capacity from 2015 to 2016, as a Production Manager.
- Trained in ISO 9001:2008 standards
- Provided day to day support for problem solving using root cause analysis and for improving quality and efficiency of the production processes
- List of Strengths include being self-driven, proactive, analytical, having strong problem-solving and planning skills, leadership and communication skills

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## SKILLS AND ABILITIES

- Project Management and Problem Solving in operational concerns.
- Planning and organizing production schedules
- Engineering Accounting and Efficiency optimization
- Organization and efficiency
- Data analysis and numerical skills
- Basic Accounting and estimating, negotiating and agreeing budgets and timescales with clients and managers
- Well versed to communicate with customers of different nationalities to discuss their process requirements, and develop their process.
- Process Engineering. Implementation and Monitoring of SPC Charts for Chemical Baths
- Product and Process Design (Anodizing, Plating, Etching, Metal Preparations) and use of DOE (Design of Experiments)
- Anodizing, Plating, and Etching Chemistry Formulations
- Read and interpret drawings (isometric and orthographic)
- Chemical Analysis methods such as titration for chemical baths.
- Familiarity with handling and Waste Disposal of Chemicals such as Sulfuric Acid, Nitric Acid, Sodium Hydroxide, Phosphoric Acids and alike.
- Creation and Monitoring of OEE (Overall Equipment Efficiency) and experience in other Lean manufacturing Concepts
- Generation and Analysis of FMEA (Failure Mode Effect Analysis)
- Problem Solving Methods such as Root-Cause Analysis, Ishikawa, 5 Why's, Cause and Effect Analysis, 8D
- Report Presentation and Strong verbal and written communication skills that demonstrate the ability to express complex technical concepts clearly and concisely.
- Pareto Analysis in Decision-making
- Work Instruction and process Flowchart Creation
- KPI establishment and Monitoring
- Microsoft Office Programs (Excel, Visio, Word, PowerPoint) and Basic Programming (C++, C)
- Training Development and Creation of Modules
- ISO 9001:2008 audits and documentations
- Knowledge with GMP (Good Manufacturing Practices) and GDP (Good Documentation Practices)
- Leading teams from different departments to achieve their goals

## WORK EXPERIENCE

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### ASIAPRO COOPERATIVE

#### **Head - Productions Operations (April 2019 - present)**

##### *Overview*

- Responsible for the overall supervision of production and support operations, and ensures quality standards based on target schedules and cost objectives
- Ensures that the production operations comply with the following:
  - production plan/schedules as agreed with the Clients
  - process, product and quality standards as defined in the agreed quality plan with the client/regulatory or government requirements
- Coordinates, implements and monitors all relevant tasks and activities for projects involving capability build-up for the company's production and support operations
- Supports initiatives and programs on continuous improvements (process, materials, productivity, equipment, manpower, etc.)
- Ensures high quality work standard of team through overseeing, coaching and appraising staff
- Researching new technologies and alternative methods of efficiency

##### *Key Responsibilities*

###### *– General Management*

- Analyze and endorse implementing business plans for the production operations; ensures that these are aligned to the Group's overall plans and the Cooperative's purpose, principles, values and strategies
- Ensures that set business targets are achieved
- Provides support and advices for improvements, acquisitions, and other projects as needed
- Reviews, recommends and investigates reports on violations of Rules and Regulations/Code of Conduct, and ensures that appropriate action steps are in place to avoid recurrence of the violations in future
- Implements the quality plan as agreed with the client(s) to ensure products / outputs consistently comply with quality and food safety standards.

###### *– Production Operations*

- Oversees and monitors day-to-day operations, reviews deviations from norms and recommends appropriate corrective and preventive actions, and feedback observed major and critical deviations to immediate head and stakeholders
- Ensures that the approved plans are achieved on time by reviewing and analyzing the actual production and relevant support operational results, and resolving and improving deficiencies

###### *– Project Coordination*

- Collaborates, disseminates and guides team members in achieving targets, communicating clear priorities and addressing issues, concerns and deviations promptly
- Coordinates with functional units and/or client's point person and communicates relevant information in meeting production plans, equipment preventive, and corrective maintenance schedule, and other relevant activities

###### *– People Management*

- Monitor job performance of staff to ensure that high quality work and efficiency in operations are maintained at all times
- Plan work schedules; assigns, directs, coordinates and reviews assigned tasks to all department staff
- Track individual progress and conducts performance appraisals staff quarterly; helps formulate and implement staff development plans, if needed

##### *Projects Handled*

###### *–Operations Manual in the Packing Plant*

- Spearheaded establishment of operations manual, SOP's in the packing plant.

###### *–KPI Monitoring Programs*

- Development of KPI monitoring sheets, to document and monitor per shift performance, compliance to KPI's and determine variances and non-conformances

###### *– Attrition Program for 2019-2020*

- Implemented attrition program in all production lines to improve efficiency and increase profitability.
- Resulted to 50% increase in profitability and overall efficiency

###### *– Implementation of output-based incentive program*

- Implementation of RS Output-based Trial with result of increased efficiency and 95% increase in projected AF and 10% increase in average payout per worker

###### *–Supervisory Training Program Modules*

- Preparation of Modules for the Supervisory training program. Hiring of training consultant to facilitate the training

###### *–MHE Project*

- Closure of MHE contract with the client, which includes purchase of reach truck and push pull units, as well as labor services.

## **RAREJOB PHILIPPINES INCORPORATED**

### **Online ESL tutor (Nov 2008 to present)**

- Taught around 10000-pool of Japanese students with a number of 300 students on a regular basis to write and speak the English language.
- Handled students of different comprehension levels, from beginner, intermediate to advance.
- Taught different types of lessons such as grammar materials, free and guided conversation, role plays, proofreading, article reading and discussion, pronunciation, business English materials to enable Japanese professionals to be proficient in business English.
- Constant awardee of 'Good Tutor Award', which is given to tutors who excel in terms of student acquisitions, student evaluations, fulfilling ratio and attendance ('09, '10, '11, '12, '13). Was Part of the top 50 tutors among 3500 tutors, which was ranked by the company in '12 and '13.
- As a trainer, built the teaching capabilities of incoming tutor applicants and a chief deciding officer whether trainees can proceed further in the qualification process.

## **MOTTAI-NAI PHILIPPINES TECHNOLOGY CORPORATION**

### **Operations Manager (January 2017-March 2018)**

#### ***Overview***

- Managing day-to-day activities and coordinating functions of different departments such as Production, Product Development, Process Control, Warehouse, Maintenance, Planning and Purchasing Departments.
- Ensuring communication between departments is effective and facilitate daily meetings and action items review for each department.
- Support the entire production operations, from raw materials availability to product development to costing, to scheduling, mass production and process control, up to warehousing and deliveries.
- Sets and reviews the Key Performance Indicators of each department and conducts problem solving, root-cause analysis and corrective actions if targets are not met.
- Researching new technologies and alternative methods of efficiency
- Training of staff and department heads in data-driven methods to ensure that everyone is performing adequately in their roles.
- Acting as a liaison to top management to keep them up to date with operations matters.
- Implementation of any new policies and procedures relating to production and operation processes.

#### ***Key Responsibilities***

##### ***- Plant Management and Production Department***

- Spearheading two shift supervisors and roughly 40 operators in production operations and in problem solving of day to day operational issues like production output and efficiency, root cause analysis of quality issues, machine and process downtimes, line improvements including process and material optimization and alike.
- Conduct training sessions on new material products, applications, or manufacturing methods

##### ***- Product Development Department***

- Continues work in product development to research and develop parameters and processes to meet customer requirements, which includes conducting trials and experiments for new processes as well as improvement of the existing processes to optimize product quality and work efficiency. (i.e new anodizing techniques and technology, new procedures, new chemical testing, etc)
- Develop and execute plans for failure analysis on current and new products and processes
- Establish takt time and calculate costing for each new process

##### ***- Process Control Department***

- Oversee three chemical analysts in controlling the process. Responsible for analyzing data and SPC's to check non-conformities among the process parameters (i.e. chemical concentration, time, pH), and make necessary adjustments. Establish chemical consumption and monitoring methods.

##### ***- Planning Department***

- Oversee planning head in conducting resource planning (Man, material, machine), and allocation of resources to optimize output, with the help of SAP.
- Review daily schedules and capability against customer demands.
- Conduct FMEA and 4M review for new projects and lines,

##### ***- Maintenance Department***

- Review and suggest improvement plan involving production equipment, machines, pipelines and alike to ease and optimize production processes and to reduce the risks of down times and machine equipment failure.
- Oversee maintenance head in their daily routine and monitor ongoing and pending projects.
- Liaise to top management the needed improvement plans and acquisition or repair of new machine equipment.

##### ***- Warehouse Department***

- Ensure warehouse Key performance indicators such as FIFO, stocks maintenance and issuance are met. Review daily consumption and material balance using SAP.

- Predict and forecast amount and time the new materials are needed based on current demand, historical consumption data, and delivery lead time.
- Liaise between warehouse, material planning and purchasing departments to coordinate priority and urgent purchases as well as other deliverables.

## **MOTTAI-NAI PHILIPPINES TECHNOLOGY CORPORATION**

### **Production Manager / Planning Engineer (Sept 2015 to December 2016)**

#### ***Key Responsibilities***

##### *– Plant Management.*

- Spearheading two shift supervisors and roughly 40 operators in production operations. Mainly responsible in problem solving of day to day operational issues like production output and efficiency, root cause analysis of quality issues, machine and process downtimes, line improvements including process and material optimization and alike.
- Plans and coordinates all the workflows and processes ensuring compliance towards safety and also achieving operational efficiency and effectiveness
- Ensure wastewater treatment and disposal is in compliance with legal regulations.
- Applies statistical methods to estimate future manufacturing requirements and potential. (OEE, KPI Monitoring)

##### *– Product Development*

- Continues work in product development to research and develop parameters and processes to meet customer requirements, which includes conducting trials and experiments for new processes as well as improvement of the existing processes to optimize product quality and work efficiency. (i.e new anodizing techniques and technology, new procedures, new chemical testing, etc). Manipulates Anodizing Parameters such as Current Density, Chemical Concentration and Temperature, Dipping time, to achieve desired coating of customers.

##### *– Process Control*

- Oversee two chemical analysts in controlling the process. Responsible for analyzing data and SPC's to check non-conformities among the process parameters (i.e. chemical concentration, time, pH), and make necessary adjustments.
- Worked hand-in-hand with the quality manager to establish the overall process control plan for the production operations. Also included is the review and revision of all process flow charts per customer and per process and alignment to the newly developed control methods and procedures.

##### *– Planning and Scheduling*

- Confers with management, engineering, and other staff regarding manufacturing capabilities, production schedules, and other considerations to facilitate production processes.
- Responsible for planning and scheduling production workload based on customer's PO's and checking and reviewing BOM based on the issued PO's. Also included is assigning sufficient manpower to meet the demand based on manpower work speed and efficiency and estimated takt time for each process. Created a matrix to determine the total man-hours needed to finish a particular work order and determine work efficiency of each operator
- Created and managed an overtime profitability matrix, where the overtime work was translated to its monetary equivalent and determined the profitability for each overtime work and efficiency of each overtime work.

##### *– Costing and Estimates*

- Tasked to make cost estimates for new projects and new customers. Created an elaborate costing matrix to determine the price of service per square millimeter of aluminum raw materials that takes into account factors such as direct and indirect material consumption, takt time for each process, manpower and overhead cost requirements, as well as profit margins.

#### ***Projects Handled***

##### *– Coffeemaker Development Project (From Product Development to mass Production)*

- Developed the anodizing parameters to produce Normal Black Anodizing (Sulfuric Acid Anodizing Type II- Class 2) for coffeemakers- aerospace grade.
- Establishment of parameters such as etching composition, time, anodizing composition, time, current density and temperature, and organic dye bath composition to achieve 22-24 microns coating of black anodized material.
- Design of the Manufacturing line, as well as preparation of materials and equipment to be used such as chiller, boiler, boiler pipeline, rectifiers, and tanks.
- Establishment of Control Points and Process Control Charts to monitor product consistency
- Oversee mass production operations

##### *– Phone project (Product Development)*

- Developed the anodizing parameters to produce Clear Anodizing (Sulfuric Acid Anodizing Type II- Class 1) for refurbishment of a smartphone brand
- Development and Establishment of Process such as Stripping, Etching, Bead Blasting, Chemical Brightening and Anodizing, including set-up of appropriate chemical blends and parameters to achieve the customer's desired appearance

##### *– Etching Aluminum Panels and car stickers/ emblems (Product Development)*

- Developed the etching process for intricate designs of Aluminum emblems and panels using photoresist dry film
- Set up of etching chemical blend with chemicals such as hydrochloric acid and Hydrogen peroxide

##### *– Cycle Time Reduction of Clear Anodizing Process (Cycle Time and Optimization)*

- Reduced the anodizing cycle time from 50 minutes to 25 minutes by implementing changes in the anodizing parameters, such as current density and anodizing concentration
- Introduction of change of mode from Constant voltage to Constant Current Density Anodizing, to make the shorter cycle time possible and achieve a more consistent coat. (This resulted to 200% increase in anodizing capacity from Jan-Feb 2016 to Jan-Feb 2017.

– *Time-Motion Study and OEE Monitoring (Cycle Time and OEE)*

- Conducted time-motion study for each section namely Machine hairline, Manual hairline, Anodizing, Priming and Printing, and Electro-Polishing to determine ideal cycle time of each process and make forecasts on plant capacity.
- Indicated common production downtime, and availability and set up a matrix to calculate OEE of each section on a daily basis
- Created a program to monitor daily output of each section against target output, as well as employee efficiency.

– *Current and jig wire calculator (Process Control and Improvement)*

- Created a program that automatically computes the anodizing parameters such as current density, and jig wires to be used given the area of the parts to be treated.

– *Bill of Materials and Costing Matrix (Production Planning)*

- Indicated the bill of materials for each process, as well as set-up the ordering point of production materials based on SAP
- Creation of a complex costing matrix that computes the price per mm<sup>2</sup> of treated material surface; which considers the bill of materials, chemical consumption, ideal takt time and efficiency, manhours and labor cost, profit margin, overhead costs and logistic factors.

**MOTTAI-NAI PHILIPPINES TECHNOLOGY CORPORATION**

**Production-Process Engineer (Aug 2014 to Aug 2015)**

– Responsible for developing new processes that suit the customer's requirements. The processes mainly involve anodizing and surface enhancement and are practically used in aerospace and other home appliances applications. Attended meetings with customers to discuss their product specifications and requirements

– Tasked to analyze customer's isometric drawings to check process requirements and special instructions. Provides surface area calculations and other calculations when need arises.

– Responsible for process control. This involves checking the existing parameters and making sure that all processes are running with correct parameters. It also includes constant research on how to improve and optimize the process by managing and manipulating its parameters.

**EMERSON ELECTRIC ASIA LTD. ROHQ, MANDALUYONG CITY**

**Technical Support Trainee (Jul 2011to Dec 2011)**

– Provided technical support to Instrumentation and Control Division by conducting Wake Frequency Calculations for Thermowells and providing recommendations or deviations to the instrument to meet the standards.

– Assisted the team leader in calculating and evaluating the team's weekly metrics such as efficiency, attendance, backlogs and pending projects

**SEMINARS/ TRAININGS ATTENDED**

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- **Good Documentation practices**
  - Trainer: Aledda Fernandez
  - Venue: MPTC- FCIE Dasmarinas Cavite
- **Good Manufacturing Practices**
  - Trainer: Aledda Fernandez
  - Venue: MPTC- FCIE Dasmarinas Cavite
- **ISO 9001:2008 Quality Management Systems**
  - Venue: MPTC- FCIE Dasmarinas Cavite
- **System Applications Product (SAP) Training**
  - Trainer: Mar Evan
  - Venue: MPTC- FCIE Dasmarinas Cavite
- **Management Principles**
  - Venue: Locator's Hall- FCIE, Cavite
- **Trainer's Training**
  - Trainer: TESDA
  - Venue: Icoast Manufacturing – EPZA, Cavite
- **Process Failure Mode Effect Analysis Training**
  - Trainer: TESDA
  - Venue: MPTC- FCIE Dasmarinas Cavite

## EDUCATION

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### COLLEGE OF ENGINEERING, UNIVERSITY OF THE PHILIPPINES - DILIMAN

#### Bachelor of Science in Chemical Engineering (2005 to 2012)

- PRC Board Passer 2012
- Scholar, *Department of Science and Technology* -DOST (2005-2010)
- 2<sup>nd</sup> place, *Battle of the Bonds*, Chemistry quiz bee (2006)

### COLLEGE OF ENGINEERING, UNIVERSITY OF THE PHILIPPINES - DILIMAN

- Master of Science in Industrial Engineering (2012 to 2013 - unfinished due to work priorities)

### PHILIPPINE SCIENCE HIGH SCHOOL-CAGAYAN VALLEY (2001 to 2005)

- 5<sup>th</sup> place, honor student
- Awardee, Special citation in *Regional Intel Research Fair*, (Cytotoxicity of Betel Nut on the Red Blood Cells, March 2005)

## UNDERGRADUATE STUDIES

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#### *Photocatalytic Decomposition of Ethylene to Delay the Ripening of Mangoes (Jun 2011 to Mar 2012)*

- Designed a system that could speed up or slow down the ripening process of the mango, banana and pineapple fruits.

#### *Seawater Desalination Plant in Tanauan, Leyte (Jun 2010 to Mar 2011)*

- Provided a plant design for water supply within Tanauan, Leyte by designing a seawater desalination plant using Reverse Osmosis Process. Did independent researches from the Local Water Utilities Administration, DENR, NSO, and other LGU's in Leyte to obtain extensive data.

#### *Meat Processing Industry in the Philippines (Nov2009 to Mar 2010)*

- Analyzed the current state of the local industry, researched on the manufacturing operations, HSE management and new technological developments to come up with an updated report on the industry.

## ORGANIZATIONS

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### UP Astrum Scientis Sorority

- **Altiora (Vice President for Internal Affairs, February 2007 to October 2008)** – Was responsible with the internal affair of the sorority as well as the recruitment and membership. Spearheaded a team of 50 people the Medical Missions 2008 in New Bilibid Prison
- **Medical Missions** - Led the sorority in organizing the medical missions '08 in New Bilibid Prisons, took charge of marketing and sponsorships for the funds and medicines needed in the program.
- **Bar Operations** – Supported the annual activity which is to help the Bar examinees prepare for the exams by providing accommodations, review materials, food, etc.

### UP Cagayan Valley Student Forum (UPCVSF)

- **Panagsagana Core Head (May 2008)** –Led a 25-man team in organizing Panagsagana '08 (a college entrance review and career guidance program among 4<sup>th</sup> year high school students of Region 2).
- **Vice Chairperson, Internal Affairs Committee (Nov 2007- Apr 2008)** – Was nominated into position by the general assembly. Spearheaded the "Panagsagana" and took charge of all the internal affairs.
- **Logistics and Materials, Valleygsahan Core (July-Oct 2008)** – Worked in a team and took charge of the review materials and academic concerns for Valleygsahan '08 (a regional quiz bee, essay-writing, poster-making and speech contest for elementary and high school students).

### UP Engineering Society (UP EngSoc)

- **Engsoc Month Kickoff Party (Jun- Jul 2007)** – Worked with the event leader to organize a kick –off party and a fashion show in commemoration to the organization's 10th anniversary. Coordinated with different companies for marketing.
- **DOST Entrance Exam Review** (Oct - Nov 2007) – Volunteered as a tutor to help a batch of 300 students to study for the DOST scholarship exam held in some public high schools in Bulacan.

## OTHER DATA

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Taken electives include Innovation and Creativity in Chemical Engineering, Energy Engineering, Environmental Engineering, Nanotechnology, and Spanish.