

# **Annie Joyce N. Damaso**

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## **PROFESSIONAL SUMMARY**

- Detail-oriented individual with over twenty-one years of experience in the aerospace and industrial manufacturing industry and over one year in a semiconductor company.
- Dedicated customer service professional with over fifteen years of experience in the quality department primarily helping internal and external customers with concerns regarding a variety of products and processes.
- Have a good balance between tactical and strategic approach to issues and solutions within the disciplines of quality management.
- ISO 9001 lead auditor.

## **EXPERIENCE**

### **Quality Manager**

**2019 July – 2023 April**

**Moog Controls Corporation, Baguio City, Philippines**

- Managed the successful Quality support to the Business Unit. Responsibilities include: personnel selection/training/development/performance management, management of customer and supplier relations and evaluation of quality process effectiveness.
- Managed the resolution of significant product quality issues related to the Business Unit. Represented the company and the Business Unit to customers in a professional and trustworthy manner. Continually reinforced in Business Unit management, support personnel, and suppliers the company's commitment to quality excellence, and provide the training, tools, and processes needed to help them support this commitment.
- Directed activities in the preparation for successful internal and external audits for the third party certifications such as ISO 9001, ISO/IEC, KOSHA and CCC-Ex.
- Acted as a focal point on a day-to-day basis for all issues or inquiries, oversee coordination of assessment, investigation, follow-through and timely closure. This required strong ability to categorize quality issues according to severity of impact to the customers, identify and coordinate the most appropriate resources from the various technical functions/areas for the type of issues encountered.
- Provided leadership and guidance through mentoring and coaching support on Preliminary Review Board activities to achieve efficient execution and arrival of technically robust recommendations and decisions on parts and product. Since the various Preliminary Review Boards comprise of various Engineering, Operations and Support functions, strong facilitation and leadership skills coupled with a broad working knowledge on various production operations and product knowledge was demonstrated for this function.
- Coordinated with Global process owners, provided feedback and issued recommendations to achieve efficient and effective utilization of Quality process infrastructure (TIP QA, QDAS, RUR, Minitab). This was achieved via systems showing accurate and relevant data that draws key information for driving the right action towards ideal results.
- Planned workloads and assigned jobs as required to maintain high quality standards and production schedules.

**Senior Quality Engineer****2017 July – 2019 June****Moog Controls Corporation, Baguio City, Philippines**

- Handled customer complaints from the root cause and corrective actions analysis to coordination with customers until closure.
- Provided problem solving, quality systems, foreign object debris/damage, statistical process control and human factors training to employees.
- Managed the internal, regulatory, customer and supplier audits.
- Evaluated and approved new suppliers and conducted periodic assessments/audits for active suppliers.

**Process Quality Engineer****2012 April – 2017 June****Moog Controls Corporation, Baguio City, Philippines**

- Developed quality processes (e.g. inspection plans, gage packages) that instill a culture of prevention and support on time delivery.
- Reviewed engineering drawings and processes for inspectability and producibility and performed First Article Inspection using various measuring equipment.
- Evaluated processes to eliminate variations and solving technical engineering problems applying statistical process control methodology.
- Trained and certified employees on statistical process control

**Machinist****2009 June – 2012 March****Moog Controls Corporation, Baguio City, Philippines**

- Machined parts specific to EDM (electro discharge machining), honing, fitting and lapping processes.
- Inspected processed parts using various gages like CMM, height gage, dial indicator, etc. and assured conformance to blueprint and process requirements.

**Process Quality Engineering Technician****2008 Jan. – 2009 May****Moog Controls Corporation, Baguio City, Philippines**

- Generated gage packages for new processes/products prescribing specific gages to be used by machinists.
- Performed First Article Inspection using various measuring equipment.
- Gathered data for the process qualification activities to eliminate variations and solving technical engineering problems applying statistical process control methodology.
- Conducted measurement system analysis for various gages.

**Hones, Fit and Null Operator****2006 Jan. – 2007 Dec.****Moog Controls Corporation, Baguio City, Philippines**

- Honed bushings and various bodies to attain critical diameters, surface finish and bore form.
- Lapped bushings and various bodies to attain required fit clearances.
- Ground spool using manual grinder machine to achieve critical null requirements.

**Benchwork Finisher****2001 Aug. – 2005 Dec.****Moog Controls Corporation, Baguio City, Philippines**

- Performed finishing process from simple to complex parts using manual deburring and machines like Sweco, harp and Electro-chemical discharge processes.

**Test Technician** **1999 Sept. – 2001 April**  
**Amkor/Anam Philippines-P3, Laguna Technopark, Philippines**

- Troubleshooted handlers and testers with issues.
- Set-up machines for production use.

**Cashier** **1997 April – 1997 July**  
**Jollibee Foods Corporation, Baguio City, Philippines**

- Took and processed orders of customers.

### **SKILLS**

- ISO 9001 Quality Management System implementation and auditing
- Supplier approval and periodic assessment
- Process capability analysis
- Measurement system analysis
- Problem solving

### **EDUCATION**

**Bachelor of Science in Industrial Technology**  
**Major in Machine Shop**  
Don Mariano Marcos Memorial State University  
San Fernando, La Union, Philippines

**Month/Year of Completion**  
**2017 May 28**

**Bachelor of Science in Electronics and**  
**Communications Engineering – undergraduate, 3<sup>rd</sup> year**  
University of the Cordilleras  
Baguio City, Philippines

**2009 December**

**3-Year Computer Technology**  
University of Baguio  
Baguio City, Philippines

**1999 March**

### **CERTIFICATIONS**

- **Organizational Transformation**, Philippine Manpower Association of the Philippines – 2020 Jan. 31
- **Train the Trainers Training**, Moog Controls Corporation, Philippines – 2019 Dec. 4
- **Effective Career and Leadership Transition for Success**, Philippine Manpower Association of the Philippines – 2019 Jul. 5
- **Work-life Integration and Mental Health in the Workplace**, Philippine Manpower Association of the Philippines – 2019 Jun. 14
- **Problem Solving and Decision Making**, Kepner Tregoe, Manila, Philippines – 2019 Apr. 29-30
- **Best Practices in Leading People**, Philippine Manpower Association of the Philippines – 2019 Mar. 21

- **Zeiss Calypso Software Basic with ZEISS Measuring Strategies Cookbook- Zeiss Contura G2**, Carl Zeiss Philippines - 2018 Oct. 9-13
- **Supplier Auditor Training**, NevilleClarke Philippines - 2018 Apr. 4-5
- **ISO 9001:2015 Interpretation and Application**, NevilleClarke Philippines - 2017 May 2-3
- **HR Business Partnering and Building a Culture of Innovation**, Philippine Manpower Association of the Philippines – 2017 Feb. 17
- **IRCA Certified ISO 9001:2015 Auditor Transition Training Course Module 2 QMS**, NevilleClarke Philippines - 2016 Sept. 7
- **Quality Management Systems Auditor/Lead Auditor ISO 9001:2008**, NevilleClarke Philippines - 2015 Mar. 23-27
- **ISO 9001:2008 Process Based Internal Auditing**, NevilleClarke Philippines - 2015 Feb. 9-10
- **Six Sigma Yellow Belt**, Moog Controls Corporation, Philippines – 2012 Nov. 9
- **AS9102 First Article Inspection**, Moog Controls Corporation, Philippines – 2008 Dec. 10
- **Machinist (National Certificate 1)**, Technical Education and Skills Authority, Cordillera Administrative Region, Philippines – 2005 April 30

#### **AWARDS/RECOGNITIONS/VOLUNTEER WORK**

- Extra Mile Awardee, Amkor/Anam Philippines-P3 – 2000 Oct. 24

#### **REFERENCES:**

- **Adalberto M. Nazarro**  
+(63) 9178088161  
Segment Manager  
Moog Controls Corporation – Industrial Group  
PEZA, Loakan, Baguio City
- **Erwin dela Pena**  
+(63) 9178043663  
Manufacturing Manager  
Moog Controls Corporation – Industrial Group  
PEZA, Loakan, Baguio City