

## JULES NIKKO S. DE LA CRUZ

Sampaguita St., Biclatan, General Trias, Cavite, Philippines  
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### EDUCATION

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#### **Bachelor of Science in Electronics Engineering**, A.Y. 2017-2020

College of Engineering, Xavier University – Ateneo de Cagayan  
Corrales St., Cagayan de Oro City, Philippines

### WORK EXPERIENCE

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#### **Associate Product Applications Engineer**, January 2022 – Present **Analog Devices, Inc. | General Trias, Cavite, Philippines**

- Collaborate with customers to understand their Direct Digital Synthesis (DDS) and RF requirements, provide technical guidance, and address any technical inquiries or challenges they may have. Act as a trusted advisor and build strong relationships with customers to ensure their satisfaction.
- Work closely with the engineering team to define product specifications and provide technical input during the design and development phases. Conduct feasibility studies, contribute to design reviews, and provide valuable insights to optimize the performance and manufacturability of RF products.
- Develop and execute comprehensive test plans for the product line, including performance testing, validation, and characterization. Analyze test results, identify any issues or limitations, and collaborate with the engineering team to address and resolve them.

#### **Operations Manager**, July 2019 – February 2022

##### **ChatPerformance Pte. Ltd. | 32 Pekin St, #05-01, Singapore 048762 (Remote)**

- Lead and motivate a team of chat agents, providing guidance, support, and ongoing training to ensure their success. Foster a positive work environment that promotes teamwork, professional growth, and exceptional customer service.
- . Oversee the day-to-day operations of the live chat platform, ensuring smooth functionality, high system availability, and optimal performance. Monitor chat queues, response times, and agent workload to ensure efficient utilization of resources.
- Develop and implement performance metrics and monitoring systems to evaluate the effectiveness and efficiency of chat agents. Track key performance indications (KPIs) such as chat volume, response time, customer satisfaction ratings, and first contact resolution rate, providing regular reports and actionable insights.

#### **Prototype Engineer Intern**, April – May 2019

##### **Spring Valley Technology Corp. | Roxas City, Capiz, Philippines**

- Collaborate with engineering team to design and develop prototypes based on project specifications and requirements. Assist in the selection of materials, components, and manufacturing process to achieve desired functionality and aesthetics.
- Utilize workshop tools and machinery to fabricate prototype components. Assemble and integrate various parts, ensuring proper fit, alignment, and functionality. Adhere to safety protocols and quality standards throughout the fabrication process.
- Assist in diagnosing and resolving technical issues or challenges that arise during the prototype development process. Work closely with the engineering team to implement effective solutions and ensure prototype functionality.

### Skills

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- Familiarity with RF testing equipment such as spectrum analyzers, network analyzers, signal generators, and oscilloscopes to analyze and measure RF performance parameters like phase noise, jitters, frequency sweeping, and some noise figures.
- Capability to create technical documentation such as application notes, user guides, and troubleshooting guides to assist customers in using the products effectively.
- Strong interpersonal communication skills to engage with customers, understand their technical requirements, and provide effective solutions and support.
- Proficient in testing and validating products in various environments and applications to ensure reliability, performance, and compliance with specifications.

### Trainings

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#### **Fundamentals to Direct Digital Synthesis (DDS)**, October 10, 2022 – December 2, 2022 **Analog Devices Greensboro | Greensboro, North Carolina, United States of America**

### REFERENCES

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**Mark Cee**  
Engineering Supervisor  
Analog Devices, Inc.  
mark.cee@analog.com

**Benjamin Quiroga - Rivera**  
CEO  
ChatPerformance, Pte. Ltd.  
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