

# MARK CALVIN MAURICIO, CLSSYB, LSSGB

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## Competencies

- Process Engineering
  - Project Management
  - Business Process Review and Analysis
  - Risk Assessment
  - Lean Methodology
  - Research and Development
  - Lean Six Sigma (Green Belt Practitioner)
  - Agile and Process Excellence
  - ISO 9001; 15001
  - Supply Chain and Logistics
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## Skills

*MS Office, 365, Sharepoint, Outlook, MS Power BI, Basic Jira, Bizagi, Minitab Software and Workspace, Capcut, Canva*

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## Professional Experience

- I. **Company : SM Supermalls** **March 2023 - Present**  
*Head Office – Pasay City Philippines*  
**Position : Business Process Management - Officer/Asst. Manager (Full Time)**
  - Utilize business analysis techniques to gather requirements, translate customer requirements into actionable parameters such as creation of User Stories, Work Instruction and Business Process Review to ensure alignment with company's goals and objectives
  - Act as Project Manager and Business Analyst in collaboration with stakeholders to define objectives, scope, timelines, financial performance, success criteria using Project Management methodology
  - Conduct comprehensive business process review to identify KPI, pain points, bottlenecks, inefficiencies, recurring issues and process performance gaps to enhance overall efficiency and quality and to identify digitalization or automation process opportunities with collaboration with of process experts and stakeholders.
  - Develop framework to optimize existing business guidelines.
  - Create work instructions, standard operating procedures, policies and strategies based on data-driven insights, fostering operational excellence and achieving performance targets
  - Conduct user training sessions and UAT (User Acceptance Testing) ensuring smooth transition to new processes and technologies, while providing ongoing support to enhance user proficiency.
  - Gather customer user experience feedback through surveys and interviews to shape improvements, translating insights into enhanced experiences and meeting critical quality criteria.

- Collaborate across teams to ensure seamless process integration, aligning efforts for end-to-end coordination and improved outcomes.
- Works with the Product Owner and other Scrum masters to deliver the Agile practices using Lean Six Sigma methodology
- Work on product/system requirement development documentation such as review, analysis, feasibility study, proof of concept, discovery and development execution
- Manage all application development of team contracts, memos and signatures to all stakeholders and third-party vendors such as tools contract, certificate of completion and accomplishment, memo, etc
- Proactively identify technical risks within projects and influence the team in their resolution.

**Key Contributions :**

- Assigned as Project Lead for Contract Management Business Process Review and Analysis to after 3-month working tenure supporting 94 SM Malls nationwide.
  - Developed Failure Mode Effects Analysis (FMEA) of the Contract Management.
  - Support Lean Six Sigma project initiatives by Business Process Management Group
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**II. Company: Royal Cargo Inc. April 2022 – October 2022**  
*Head Office, Paranaque, Philippines*  
**Position: Business Process and System Analyst**

- Ensure the logistic standard processes are being done in the operations with adaption of the ever-changing needs of the supply chain environment and satisfy the client requirements.
- Improvement of operational processes and innovate the workflow through cost-efficient procedures, cutting redundancies, and engage the manpower in a safer working place.
- Optimized process control and documents and implement guidelines in maintaining quality management in the operations.
- Created standard procedures for undocumented processes that were necessary and critical part of the general supply chain process.

**Key Contributions:**

- Initiated Operational Process Review and Analysis to solve underlying issues and persisting warehouse processing concerns
  - Revised obsolete logistic procedures appropriate for 3 Major Cold Storage Facilities and 4 Dry Warehouses.
  - Incorporated standard warehouse practices that align with ISO 9001 and 15001 standards.
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**III. Company : Manly Plastics Inc. March 2018 – March 2020**  
*Sucac Plant, Paranaque, Philippines*  
**Position : Process Engineer**

- Conducted Kaizen (continuous improvement) in the operations of injection of plastic materials to finish product, by means of qualitative evaluation through monitoring of quality standard inconsistencies by workmanship and process glitches and narrow them down to achieve optimal operations and target quality.
- Supervision of the design I created of process work flow, lay-out design, work instructions for painting personnel for a newly-established painting line, that is highly innovated by acquiring 6-axis Reciprocator Robots performing semi-automatic painting operation to Toyota plastic injected products.
- Created system design that complied according to Toyota Production Systems (TPS) principles to deliver 100% quality products to Toyota Motor Philippines.
- Programmed the 6-axis Reciprocator Robots to paint injected products especially in automotive parts of Toyota Motor Philippines.

- Supervision of research and development on the operations end of the first Semi-Automatic Painting Line in the Philippines especially in product testing of injected automotive products (radiator grilles) by utilizing robotic machines.
- Render work outcomes under the standard of ISO 9001:2015 standards that requires Quality Management System (QMS).

### **Key Contributions:**

- Act as Project Manager and Research and Development Supervisor of new process line after 1-year tenure with the company.
  - Designed Process Framework
  - Layout Manpower Requirements,
  - Created Guidelines and Policy
  - Conducted Training and Quality/Safety Seminar (TPS Standards)
  - Drafted Product Development Monitoring
- Conducted several projects as Environmental Engineer that improved safety practices before promotion to Process Engineer.
  - Monitoring of all legal and regulatory requirements pertaining to safety and environment through Self-Monitoring Report (a document requirement by DENR) and ensure that they are all complied by the company within the schedule accordingly.
  - Provided safety projects that helped the company achieved minimal Zero accident
  - Supervised Waste Water Treatment Facility

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## **Education Attainment**

- **Technological Institute of the Philippines – Manila** **April 2017**
  - *Bachelor of Science in Industrial Engineering*

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## **Seminars/Trainings/Examinations Attended**

- Lean Six Sigma Yellow Belt Certification - **Whitehall Consulting** **Feb 2018**
- Foundation of Risk Management - **LEX PH Online Webinar** **Nov 2020**
- International English Language Testing System (7.0 Academic Score) – **IDP IELTS** **Feb 2023**
- Lean Six Sigma Yellow Belt (In-House Certification) - **SM Supermalls** **Aug 2023**
- Lean Six Sigma Green Belt (In-House Certification) - **SM Supermalls** **Jan 2024 - Present**

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## **Character Reference**

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