Jinno E. Sebastian

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PROFESSIONAL SUMMARY

Experienced Industrial Engineer focused on process improvement using knowledge in process audit, root-cause analysis, and time and motion study in various industries such as government, manufacturing, logistics, and food & beverage industry. In addition, with experience providing good customer service in the BPO industry.

WORK EXPERIENCE

Customer Care Representative
HelloConnect • Taguig City, Metro Manila, Philippines

- Handling UK-based inbound calls with mixed chat and email to support customers regarding food delivery concerns.

Technical Support Representative
ResultsCX • Pasig City, Metro Manila, Philippines

- Handling US-based inbound calls to support customers regarding internet, cable, and landline services concerns.
- Offer promotions regarding mobile services to customers to save up on their current services.

Business Process Analyst
Star Appliances Center, Inc. (“SM Appliance”) • Pasay City, Metro Manila, Philippines

- Operations support to certain applications being used by SM Appliance Center branches nationwide.
- Provide process improvements to improve internal and customer experience in all our branches.

Customer Service Representative
Concentrix • Pasig City, Metro Manila, Philippines

- Provide good customer service experience thru voice call regarding healthcare accounts of Client’s healthcare providers and its registered members.

Logistics Management Assistant
Sandpiper Spices & Condiments Corp. • Pasig City, Metro Manila, Philippines

- Develop, update and implement procedures to comply with Food Safety Standards regarding Warehousing.
- Ensures that areas handled by the department are compliant in Good Manufacturing Practices and Standard Operating Procedures.
- Handles the internal and external audit of Logistics Department to maintain the ISO certification of the company.

- Provide verification reports needed by the Food Safety Team.
- Performs Root Cause Analysis and Process Improvements to prevent or lessen problems/incidents from recurring.

Service Engineer
Linaheim Corporate Services Inc. • Parañaque City, Metro Manila, Philippines

- Under Process Engineering Team, develops Internal and Client Operating Plans and conduct process and system audit to ensure compliance with service performance standards and operating procedures.
- Performs manpower audit and facility layout.

Process and Systems Coordinator
EZ Rocks Manufactured Stone • Taguig City, Metro Manila, Philippines

- Responsible in creating standard procedure and provide process improvements on both production and warehouse area.

Quality Control Inspector
Centro Manufacturing Corp. • Silang, Cavite, South Luzon, Philippines

- Responsible for ensuring quality of products in-line under Metal Section of the Production Area.
- Prepares weekly and monthly quality performance reports to be discussed to the workers to improve the quality of their work.

Project Assistant
Land Registration Systems • Trece Martires, Cavite, South Luzon

- Monitors output of assigned workers regarding computerization of Land Titles and coordinating it with the Project Coordinator.
- Provides technical support to users regarding migration of manual to computerization of Land Titles.

EDUCATION

Bachelor of Science in Industrial Engineering
Polytechnic University of the Philippines • Sta. Mesa, Manila, Philippines

SKILLS

- With the ability to quickly learn and understand new processes and software applications.
- Can handle pressure in a fast-paced working environment.
- Maintains a professional attitude toward peers, co-workers, and clients at all times.

CERTIFICATION

- International English Language Testing System (IELTS) Band score of 7