

# Jacob Ruiz

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## Profile

Self-disciplined, proactive, problem solver, accountable, statistics & sales oriented. **6 Sigma Green Belt, Supply Chain, Procurement, Senior Business Analyst, Scrum Master, Project Manager, Product Manager.**

## Skills and Qualifications

- KPIs creation, management and improvement.
- Procurement system design, Six Sigma implementation for GE, Savings \$250k USD per month for 4 years.
- Project manager using **Scrum** framework, **Dashboards-Metrics**. Use case \$30K USD savings in 2 weeks.
- Lean Six Sigma Green Belt Certified.
- 4 years' ability on sales & operations bringing new customers to the company and upgrading contracts.
- Strong communication skills, experience in dealing with many projects at the same time in several countries.
- Creative product manager, coordinating edutainment video game development projects at Nibbo Studios.
- **English fluent**, Spanish native and Mandarin 20% speaking.
- Process Improvement reducing operations and invoicing cycle time from 2 weeks to 2 days at Daystar.
- 9 years gathering requirements from customers using tools such as: **SQL, Workflows, Data Forms**.
- Junior: SQL, Javascript, jQuery, HTML, CSS, Python, C#, Java, Android, Swift, PHP, ASP.Net.

## Education and Awards

- |  |             |
|--|-------------|
| • <b>Web and Mobile Application Developer Diploma, Calgary Alberta</b>         | <b>2023</b> |
| • <b>Scrum Master</b> Certified, Calgary Alberta, gathering requirements.      | 2020        |
| • Master of <b>Information Technology Management</b> , ITESM, Mexico           | 2013        |
| • Bachelor in <b>Industrial Engineering</b> at Panamericana University, Mexico | 2005        |
| • <b>Six Sigma Green Belt</b> Certificated by Six Sigma Institute              | 2013        |
| • <b>Leadership and Fundamental Training course</b> , Softtek, Mexico          | 2011        |
| • Center of Higher Studies, Connecticut, USA                                   | 2001        |

### Awards

- |   |      |
|---|------|
| • <b>1st place</b> award at Provincial Youth Contest 2005 – Category: Social responsibility, Mx | 2005 |
| • <b>2nd place</b> award at Provincial Entrepreneur Contest, Mx                                 | 2004 |

## Employment Experience

### Embracing Apps, Global

2021 July – to date

*Project manager, Business Analyst*

- Coordinate software projects using Agile and Scrum methodologies (Trello).
- Design, coordinate, and test new apps for customers, software validation.
- Communicate with end users and software developers in delivering project milestones on time.
- Manage project quotes, lowering costs to get the best for the customer and the company.

### Birkby Food Services, Central & Southern, AB

2020 Aug – 2021 July

*Operations Manager, Business Analyst*

- Supply Chain, Logistics, Procurement, reduced cycle time 'order delivery' from 50 mins to 28 mins (average).
- Implemented, analyzed, measured, improved, controlled and documented KPIs for Operations.
- Implemented safety processes: Warehouse, Truck deliveries, following Canada Food and Safety Regulations.

### Daystar Mechanical, Central & Southern, AB

2017-2020

### *Operations & Logistics Manager*

- Planned, executed and coordinated logistics and supply chain, performed preventative maintenance.
- Migrated & implemented BuiltSpace software to the company and on site facilities.
- Embraced “Safety first” culture at the Company with COR (Certificate of Recognition).
- Analyze the full cost of each service, labor hours, materials, fuels, maximize cost, savings and efficiency.

**Softtek-GE USA , Mx**

**2012-2016**

*Business Analyst, Project Leader*

- Procurement Digitized processes for GE Aero, maximizing its efficiency from 10 days to 2 days.
- **SQL queries**, ad-hoc reports, data analysis, dashboard configuration, statistics, reporting, workflow configuration.
- Scrum Master, project planning, project configuration, audits, risk resolution, team work.

**Softtek, GE Wuxi, China**

**2011-2012**

*Business Analyst, Project Leader*

- Founder of the Softtek Analytics team Center of Excellence in Shanghai.
- GE SupportCentral Business Analyst Bootcamp Trainer, at Shanghai, Beijing, Wuxi China.
- Manage the Center of Excellence Portal, Shanghai IT Week, Chengdu project for General Electric.

**Softtek, GE Mx**

**2007-2011**

*Business Analyst*

- Created workflows and dashboards, Six sigma process improvement with statistics.
- Created queries, Dev & Prod environment using Sharepoint and GE SupportCentral.
- PM, issue resolution, risk analysis, SQL data extraction, analysis, cleaning, classification, data reporting.
- Training, Business Analyst Bootcamp courses.
- Developed project at Detroit MI, Workflow automation for Server capacity and assignment to GE Teams.

**Nibbo Studios Mexico**

**2004-2008**

*Product Manager, entrepreneur*

- Collaborated, designed, managed several video games at Nibbo Studios for edutainment and entertainment. Payroll responsible, administrative, dealing with expenses, costs, hiring designers, developers at Nibbo Studios.
- Coordinated Mecapumble, an edutainment video game.
- Coordinated, ran and implemented project based on Web system, recording phone calls for people with depression for ‘Provincial Government Youth Institute’ to decrease number of suicide cases.

**Texas Instruments, Material Planner**

**2003 - 2004**

- Material Planner activities, Material tracking, customs clearance.
- Oracle as user, material issues at border, material quality, purchase orders.
- Material management, statistics and material issue resolution.

## **Volunteer Experience**

- Member of EcyD charity organization, 30 Years’ experience in social work, team work, social volunteer.
- Ex-Member of Softtek Solidaria, an organization for charity and society support.
- Member of the Institute of Industrial Engineers.

**References Available Upon Request**