



# ERIC JOHN N. CRUZ

BUSINESS, MARKETING, AND SALES SPECIALIST  
OPERATIONS ASSISTANT AND MANAGER  
ENGINEER

## CONTACT



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[engineericjohncruz.github.io/portfolio](https://github.com/engineericjohncruz)



Maunland, Puerto Princesa City  
Palawan 5300 Philippines

## SKILLS

### Electrical Systems – Design & Analysis

- Interpret single-line/wiring diagrams; plan layouts, loads, cables, panels to reduce change orders.
- Update designs reinforcing distribution components; produce BOMs/takeoffs that streamline procurement.

### CAD & Engineering Documentation

- Produce clear construction drawings, redlines, as-builts; cut field confusion and rework.
- Maintain strict revision control and organization, accelerating reviews and approvals.

### Test Planning & Remote Technical Support

- Draft test procedures and acceptance criteria; catch issues early and shorten troubleshooting.
- Analyze site logs/photos/videos; propose corrective actions with clear steps and owners.

### Engineering Reports & Presentations

- Write concise reports, progress updates, and decision memos that drive timely decisions.
- Build briefings for cross-functional teams; distill risks into actionable next steps.

### Project Coordination & Operations

- Align stakeholders across time zones; track dependencies to keep schedules on course.
- Follow senior directives; provide weekly progress and escalate risks with solutions.

### Safety, Standards & Quality

- Embed safety and code fundamentals in designs; prevent errors and improve efficiency.
- Apply QA/QC checklists and peer reviews; increase first-pass acceptance.

### Documentation & Knowledge Base

- Create SOPs, checklists, handoff guides that standardize workflows and speed onboarding.
- Enforce naming/versioning standards; preserve traceability and reduce search time.

### Communication & Core Strengths

- Communicate clearly in writing; summarize complex topics for quick decisions.
- Analytical, proactive, organized, reliable follow-through in async environments.

## PROFILE

Registered Electrical Engineer (PRC) and Safety Officer with field and office experience across power projects and facilities. I deliver accurate 2D CAD drawings, redlines/as-builts, BOMs, test procedures, and reports; support protection installs, functional testing, and QA/QC to reduce rework and speed approvals. Proficient in AutoCAD, MATLAB/Simulink, and Python. As a General VA, I handle document control, data entry, reporting, calendar/inbox management, and meeting coordination across time zones using Microsoft 365, Google Workspace, and ClickUp—keeping engineers focused, stakeholders aligned, and projects moving on schedule, safely, and with clear communication. Proactive and client-oriented. Committed to safety.

## WORK EXPERIENCE

### Technical Encoder

Rapid Care Manpower Services, Contract

March 2025 - June 2025

- Electrical Project Design
- Document Approval Coordination
- Equipment Maintenance Logging
- Equipment and instrumentation functional testing
- Field Crew Supervision
- Project Estimation
- Protective Device Installation
- Purchase Requisition Filing
- Roughing-in & Wiring
- Substation and Power Plant Maintenance
- System Records Updating
- Technical Document Organization
- Wiring Device Installation
- Work Dispatch Plan Assistance
- Work Order Processing

### Digital Operations Manager

SEO Leads, Part Time

February 2024 - July 2025

- Citation/Backlink Management
- Press Release Management
- SEO Updates Management
- Monthly Reviews Management
- Email Marketing Management
- Email Stats Updates Management
- Website Content Updates
- Data Entry
- Report Generation
- Meeting Coordination
- Inbox Management
- Calendar Scheduling
- Keyword research management
- Client data and performance audit
- Team Member Onboarding
- Training Guide & Video Creation
- Research, Strategy, Team Communication
- Document Preparation
- File Organization
- Task Delegation
- Research Assistance
- Process Improvement
- Graphic Design Support
- Video Editing

### Marketing and Sales Specialist

SEO Leads, Part Time

February 2023 - January 2024

- Backlink building
- Citations
- Content audit & optimization
- Content creation
- Data researching for content
- Email list clearing
- LinkedIn article posting
- Internal and external linking
- Lead generation
- Keyword research
- Monthly reports
- Press release

### Trainee Engineer

Office of the Municipal Engineer of Kalayaan, Full time

June 2022 - August 2022



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## TECHNICAL PROFICIENCIES

### Electrical Design

- AutoCAD (2D) – Electrical
- MATLAB – Simulink PwrSysTms

### Automation & Scripting

- Python

### Project Management

- Microsoft Office
- Google Workspace
- ClickUp

### Marketing

- **Digital (SEO)**
  - Google Analytics
  - Ubersuggest
  - Woorank
- **Email**
  - Brevo
  - Mailchimp

### Website Development / Design

- WordPress
- HTML
- CSS
- Adobe Dreamweaver

### Design Tools

- Canva
- Adobe Photoshop

### Video Editing

- Adobe Premiere
- Vegas PRO
- Video Scribe

## EDUCATION

### BS IN ELECTRICAL ENGINEERING

#### Palawan State University

2018 - 2023

### GENERAL ACADEMICS - HIGH SCHOOL

#### Seminario de San Jose

2012- 2018

*With High Honors*

*Outstanding in Research*

## LISENCES AND CERTIFICATES

- **Registered Electrical Engineer**
  - *Issuer: Professional Regulation Commission*
- **Safety Officer 2 (SO2)**
  - *Issuer: Mastery Consultancy OPC*
- **NC II (Electrical Installation and Maintenance)**
  - *Issuer: TESDA*
- **Preparing Computer-Aided Drawings**
  - *Issuer: TESDA*
- **MATLAB Simulink: Power Systems Simulation Onramp Certificate**
  - *Issuer: Mathworks*

## WORK EXPERIENCE

- Electrical design, installation, maintenance, & facility monitoring

### Subject Matter Expert (Product Specialist In/Out)

Foundever, Full Time

April 1, 2021 - March 1, 2023

- Agent Coaching
- Call Monitoring
- Compliance Checking
- Data Analysis
- Error Tracking
- Escalation Handling
- Feedback Delivery
- Issue Escalation
- Performance Evaluation
- Process Auditing
- Quality Auditing
- Report Preparation
- Script Adherence
- Training Support
- Trend Analysis
- Account Investigation
- Case Review
- Coach Support
- Conflict Resolution
- Customer Advocacy
- Issue Resolution
- Knowledge Sharing
- Peer Coaching
- Policy Clarification
- Process Improvement
- SOP Updates
- Solution Recommendation
- Supervisor Assistance
- Team Training
- Workflow Optimization

### CSR Inbound 1

Foundever, Full time

August 10, 2020 - March 31, 2021

- Accessibility Support
- Account Support
- Address Updates
- Delivery Tracking
- Device Troubleshooting
- Digital Content Help
- General Inquiries
- Gift Card Help
- Membership Inquiries
- Order Assistance
- Payment Support
- Memberships
- Privacy Assistance
- Product Support
- Refunds Support
- Returns Processing
- Security Support
- Sign-In Help
- Subscription Support
- Suspicious Activity Reports

### Electrician and Electrical Engineer

AP Cruz Trading and Services

January 6, 2020 - March 31, 2021

Freelancer

April 1, 2021 - Present

- Building Wiring Installation
- Contractor Client Coordination
- Cost Analysis Review
- Electrical Design Calculations
- Material Procurement
- Panel Board Installation
- Permit Processing Coordination
- Project Progress Reporting
- Safety Code Inspections
- Site Supervision
- Standards Compliance Checking
- System Troubleshooting Installation

### Administrative Assistant (OJT)

Palawan Government Office

Dec 2017 - Feb 2018

- Call Handling Support
- Data Entry Tasks
- Document Photocopying Scanning
- Document Routing Coordination
- Email Correspondence Drafting
- File Storage Organization
- Meeting Minutes Recording
- Office Supply Monitoring
- Records Management Assistance
- Schedule Appointment Setting