

# Jorge A. Caturan

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Brgy. Santiago Malvar,  
Batangas



## Key skills

- Data Analysis and Data Visualization
- Process Improvements
- Problem Solving
- Documentation and Control
- Time Management
- Adaptability
- Attention to detail
- Team Collaboration
- Fast Learner
- Email & Calendar Management
- Typing (40WPM)
- Proficient in MS Office
- MP Training and Development

## Education

**BSECE from Polytechnic University of the Philippines (P.U.P)**  
2000-2005

**P.U.P Laboratory High School**  
1996-2000

**P. Burgos Elem. School**  
1990-1996

## Trainings/Seminar

- General Virtual Assistant Training Course
- Career Boost with Power BI
- Tableau Fundamentals
- Data Visualization with Power BI
- Lean Six Sigma Yellow Belt

## Summary

- Detail-oriented manufacturing professional with 17 years of experience in quality control and process optimization. Proven ability to manage projects, collaborate with teams, and meet deadlines to achieve operational efficiency and quality standards. Excited to leverage my skills and experience in a new challenge within the Business Process Outsourcing (BPO) industry, driving excellence and customer satisfaction.

## Career history

### **Senior Supervisor at EPSON Precision Phil's. Inc.**

CSQA Section (September 2022-August 2023)

#### Key Responsibilities:

- In-charge in CSQA Group
- Monitors CSQA Activities (OQA defects, Process Improvement Hold and Pending issues, Customer Complaints status, and Shipment Status.)
- Conduct/Attend meeting to related sections and suppliers to address quality issues and concerns.
- Investigate and analysed quality issues and provide countermeasures.
- Create Work Instructions and Procedures
- Conduct Internal/External Process Audit
- Manpower Allocation plan

#### Achievements:

- Improve defect detection in inspection process through addition of inspection item for ink bottle and data matching system.
- Improve collection of inspected data samples for lot label through scanning

### Ink Engineering Section (October 2019-September 2022)

#### Key Responsibilities:

- In-Charge in Ink Engineering Section.
- Sectional plan activities based on Departments KPI target.
- Monitors Ink Engineering Activities (In Process and OQA defect, 4MEvaluation, PPAP, Process Improvement, Hold and Pending issues, Customer Complaints status, and Shipment Status.)
- Department Weekly Meeting
- Daily In process and OQA defect meeting.
- Conduct/Attend meeting to related sections and suppliers to address quality issues and concerns.
- MP Training and Assessment.
- Investigate and analysed quality issues and provide countermeasures.
- Create Work Instructions and Procedures.
- Conduct Internal Process Audit.
- New Model Promotion.
- Manpower Budget and Allocation plan base on production plan.

#### Achievements:

- Improve In-Process Defect from 1200ppm to 800ppm.
- Spearheaded the Ink Bottle System Activity.
- Improved OQA inspection using Automated data inspection.

**Supervisor II at EPSON Precision Phil's. Inc.**

Ink Engineering Section (May 2016 – October 2019)

**Key Responsibilities:**

- In-Charge in Ink Engineering Section.
- Supervisor I/C Established the Ink Engineering Section
- Monitors Ink Engineering Activities (In Process and OQA defect, 4M Evaluation, PPAP, Process Improvement, Hold and Pending issues, Customer Complaints status, and Shipment Status.)
- Department Weekly Meeting
- Conduct/Attend meeting to related sections and suppliers to address quality issues and concerns.
- Investigate and analysed quality issues and provide countermeasure.
- MP Training and Assessment.
- Create Work Instructions and Procedures.
- Conduct Internal Process Audit
- New Model Promotion

**Achievements:**

- Pioneer member to Established the Ink Engineering Section
- Improve In-Process Defect from 1500ppm to 1200ppm
- Inclusion of weight checking and manual data inspection in OQA process.
- Ink bottle design improvement due to ink leak problem

**Supervisor I EPSON Precision Phil's. Inc.**

Printhead Production Section Engineering group (October 2012 – May 2016)

**Key Responsibilities:**

- Assists the Senior Supervisor on management task
- Train and Support Staff Engineering members
- Implement and Monitors Engineering improvement activities
- Conduct 4M evaluation.
- Create Work Instructions and Procedures

**Achievements:**

- Reduction Printhead recovery related to foreign material defects through process time improvement of Reverse Washing Machine process.

**Staff I – Staff II (July 2007– October 2012)****Key Responsibilities**

- Perform defect analysis on Printhead defects.
- Performs Quality Assurance for Parts and Product
- Conduct 4M evaluation

**QA Inspector at Fortune Packaging Corp.**

TSQA Section (February 2006 – February 2007)

**Key Responsibilities and Achievements:**

- Conducts in-process inspection in printing process and report the non-conformity products to QA and Production superior
- Conducts daily machine standard parameter checking before and during mass production process.