

Juan Xavier Gomez Illingworth

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Education**London School Of Economics, School Of Public Policy | United Kingdom (2024-Present)**

In Progress - MPA in Data Science For Public Policy: Due to complete in June 2026

Yale University, School Of Management | United States (2008-2010)

Master Of Business Administration (MBA): 'Distinction' grade in 47 out of 84 units

University Of Pennsylvania, Wharton Undergraduate | United States (2001-2005)

Bachelor Of Science In Economics (Finance & Accounting Concentrations): GPA of 3.85 / 4.00

Summa Cum Laude | Dean's List 2001-2002 2002-2003 2003-2004 2004-2005

Employment**IASA - Caterpillar Dealer | Panama (2015-Present)***Vice President of Quality & Continuous Improvement (2022-2024)*

- Analysed key performance indicators for different departments and launched projects to attain targets
- Reviewed quality, safety, and operations processes and policies, and liaised with the relevant teams to improve existing procedures or implement new ones, as necessary
 - Company recertified operations in ISO 9001:2015 (Quality Management Systems) and ISO 45001:2018 (Occupational Health & Safety Management Systems), and in 2023 certified operations for the first time in ISO 14001:2015 (Environmental Management Systems)
 - Company attained a Recordable Injury Frequency (RIF) of 0.33 in 2023, down from 1.78 in 2018
- Coordinated personnel skill development and supervised the BRP Institute (part of the IASA group), which trains students from underprivileged backgrounds to be technicians through scholarships that IASA provides

National Parts & Service Operations Manager (2015-2022)

- Supervised parts operations (inventory, ordering, logistics, warehousing, and distribution) and service operations (work order management, technician training, customer contracts, warranty processing, facilities & equipment planning)
 - In 2021 (within 10 years of starting operations) company in Panama obtained the 'Gold' level (the highest level) in both the Parts and Service Excellence Programs that Caterpillar established to evaluate dealers
- Member of the team that designed the new facilities of the BRP Institute (program described above)
- Developed and deployed a strategy to serve customers in critical sectors during the Covid-19 lockdown
- Received plaque from company in September 2021 recognizing career trajectory and results achieved

IASA - Caterpillar Dealer | Panama & Ecuador (2011-2015)*Corporate Parts Manager (2011-2015)*

- Supervised parts operations in Panama and Ecuador, standardising metrics, objectives, and procedures between the countries where appropriate
- Member of task force that started the company's operations in Panama in 2011: Recruiting and integrating new employees, adapting processes and policies to the country, and designing the new facilities

IASA - Caterpillar Dealer | Ecuador (2010-2011)

National Parts Manager (2010-2011)

- Supervised parts operations in Ecuador, identifying key performance indicators, setting strategic goals, and holding monthly meetings with key stakeholders to achieve alignment

Yale University, School Of Management | United States (2009-2010)

Teaching Assistant (2009-2010)

- MGT 422 - Operations Engine (Spring Term of 2010)
- MGT 423 - Sourcing & Managing Funds (Fall Term of 2009)
- MGT 402 - Basics Of Accounting (Fall Term of 2009)

IASA - Caterpillar Dealer | Ecuador (2005-2008)

Finance & IT Manager (2007-2008)

- Developed cash flow forecasting spreadsheet in MS Excel using Visual Basic for Applications
- Implemented new system to track requests received by IT Department and monitor fulfilment

6 Sigma Deployment Champion (2006-2008)

- Supervised team of 6 Sigma Black Belts
- Launched 6 Sigma projects in alignment with company objectives and priorities

Financial Planning Leader (2005-2007)

- Implemented new financial reports and presented monthly figures to company executives

Caterpillar Financial Services | United States (2005)

Intern in Global Accounts Department - 6 months (2005)

- Analysed credit applications from customers in different countries and industries
- Programmed a transaction tracking log and a line of credit log in Microsoft Excel using Visual Basic for Applications to monitor department processing times, key dates, and loan covenants; received 'Eye On Quality' award for these projects

IASA - Caterpillar Dealer | Ecuador (2004)

Intern in 6 Sigma Department - 3 months (2004)

- Green Belt in 6 Sigma project to implement new budget software and policies

Volunteering

Fundación Un Techo Para Mi País Panamá - TECHO Panamá | Panama (2012-2023)

Volunteer (2012-2023)

- Took part in building emergency houses, sidewalks, a road, a day-care centre, and other projects
- Conducted analyses of the organisation's financial statements, highlighting improvement opportunities
- Presented recommendations to advisory board, and assisted in the attainment of strategic goals

Languages

Spanish: Native

English: C2 (Bachelor's / Master's in the U.S. & U.K.)

French: C1 (DALF C1 certificate)

Portuguese: B2 (DIPLE B2 certificate)

German: B1 (Goethe B1 certificate)

Latin: B1 (Untested)

Mandarin Chinese: A2 (Untested)