

# JOHN MICHAEL REGINO LAGUMBAY

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Mississauga, Ontario

## Objective

A results-driven leader skilled in team management, project oversight, and customer service. Dedicated to optimizing operations, driving profitability, and fostering a collaborative work environment. Committed to achieving organizational excellence.

## Skills

- Performance Management
- Quality Management
- Customer Service
- Process Improvements
- Project Management
- Operation Management
- Data Analysis & Reports

## Certificates

- Greenbelt Six Sigma
- Full Stack Developer

## Experience

### SUPERVISOR, PROCESS ENGINEERING / TESLA

MAR 2023 – JUN 2023

Facilitate daily collaboration with cross-functional teams to address defects and productivity constraints. Supervise and assess team performance, ensuring adherence to schedules and attendance. Implement new processes or parts, provide updates, and conduct onboarding training for process leads and technicians. Analyze defect trends, escalating issues to relevant engineering, quality, and production teams. Standardize manufacturing processes by creating and revising instructions. Monitor operational metrics such as yields, defects, and GA returns, driving continuous improvement projects.

### LEAD PROCESSTECHNICIAN / TESLA

MAY 2022 – APR 2023

Supervising and evaluating team performance. Facilitating onboarding sessions for new process technicians. Leading Continuous Improvement Projects. Standardizing processes by creating and revising Manufacturing Instructions (MI). Monitoring operational metrics such as yields, defects, and GA returns. Conducting research and development projects by opening and analyzing powertrain packs. Designing automated Excel, SharePoint, and PowerApps Dashboards.

### PROCESSTECHNICIAN / TESLA

MAY 2021 – MAY 2022

Rectified all Powertrain manufacturing defects. Provided support to Production Associates for complex tasks. Standardized processes by creating/editing Manufacturing Instructions (MI). Initiated Continuous Improvement projects enhancing process, safety, savings, and reducing defects. Facilitated training sessions for new Process Technicians.

## Education

### Philippine School of Business Administration

- Bachelor of Science in Business Administration, Major in Business Management
- June 1998 – May 2004

### Jose Abad Santos Memorial School

- High School
- Jun 1994 – May 1998

### **PRODUCTION ASSOCIATE / TESLA**

AUG 2020 – MAY 2021

Assemble the most advanced Powertrain in the world. Perform rigorous quality inspections on Powertrain components. Support production team management under Lead supervision. Assist the Repair team by transporting Tesla Model 3 and Y to specified locations. Initiate continuous improvement projects for P2 Powertrain, including P2 Breather tool and P2 Pyro Cover tool enhancements.

### **TESTER & QUALITY ANALYST / DIGITAL STORM**

MAR 2020 – AUG 2020

Verify and adjust BIOS settings, updating as necessary. Perform Microsoft Windows installations. Examine PC components and install relevant drivers. Ensure quality control of PC builds, covering BIOS, OS, drivers, functionality, aesthetics, and adherence to customers' specifications. Apply foam padding for secure shipment. Assist packaging team in boxing PCs for shipping.

### **CLAIMS CLERK / DIAMOND DENTAL OF SALINAS**

NOV 2019 – MAR 2020

Conducts comprehensive review and enters claims accurately into the Dentrux system. Efficiently scans, organizes, and uploads claims to the document repository system. Ensures completeness by searching for missing or requested claims in files and work areas. Coordinates with local insurance providers to verify claim statuses. Manages clerical tasks including telephone communication and message handling.

### **PROCESS ENGINEER- QM / SYKES ASIA INC**

NOV 2016 – JUL 2019

Perform process audits in alignment with SYKES Standard of Excellence, ensuring adherence to company standards and preparing for SOX and ISO audits. Utilize Six Sigma methodologies for root cause analysis to drive operational and quality improvements across the SYKES Asia Pacific Region. Develop innovative solutions leveraging Microsoft Power tools including Excel, SharePoint, Power BI, and PowerApps.

**ASSISTANT HR MANAGER / SYKES ASIA INC**

AUG 2015 – NOV 2016

Strategizing and executing initiatives to drive company growth through collaboration with academic institutions. Researching new technologies to enhance recruitment processes. Directing planning, forecasting, and development efforts. Administering HR policies and procedures, including performance reviews and promotions.

**SENIOR SPECIALIST / SYKES ASIA INC**

JAN 2008 – AUG

2015

Proficiently managing intricate tasks including Sykes recording and SharePoint system administration, alongside providing comprehensive instructions. Advanced expertise in constructing Excel templates and conducting training sessions for account officers and support teams. Leveraging insights to enhance quality systems and surpass company standards. Employing Six Sigma principles for root cause analysis to drive operational and quality improvements, ensuring business stability and advancement.

**TECHNOLOGY OFFICER / SYKES ASIA INC**

JUL 2007 – JAN 2008

Proficiently managed recording technology for operational efficiency. Excelled in constructing diverse Excel templates. Strengthened communication and leadership skills.

**QUALITY COORDINATOR / SYKES ASIA INC**

JAN 2006 – JUL 2007

Facilitating front-line improvement through transaction monitoring and coaching. Analyzing root causes to enhance operational and quality standards. Proficient in assisting customers via phone and email with courtesy and expertise. Demonstrated improvement in communication and leadership abilities.

**CUSTOMER/TECHNICAL SUPPORT REPRESENTATIVE  
/ SYKES ASIA INC**

JAN 2006 – JUL 2007

Proficiently addressing customer inquiries about company products and services via phone, email, and chat. Strengthened communication and leadership capabilities through hands-on experience.