



# RHYM CAGBAY

Production Technician

## PROFILE

### Upstanding Production worker experienced in Quality Assurance.

Self-motivated and fast learner production worker with experience as Failure Analyst. Recognize that technology is expanding fast, and willing to learn to do the job for whatever hours necessary to deliver excellent customer service. I want to continue my excellent analytical capabilities and problem-solving skills with your highly respected engineers.

## CONTACT

Mobile Phone:  
+1 438 282 2140

LINKEDIN:  
rhy-m-cagbay-901a9b14a/

EMAIL:  
[rhy-m-cagbay@gmail.com](mailto:rhy-m-cagbay@gmail.com)

RELIGION:  
Latter-day Saints

ADDRESS:  
2211 Rue Gold, Montreal, H4M 1S6

## INTERESTS

Programming Languages  
Web design  
Content Blogging

## SKILLS:

- Teamwork and Collaboration
- Fast-paced Decision making.
- Able to read and understand schematics.
- Communication and Interpersonal Skills
- Software troubleshooting and Problem Solving
- Able to understand and code programming languages.
- Highly Organized and time conscious

## WORK EXPERIENCE

### Grifols Canada Therapeutics

#### Manufacturing Technician

May 2010 – Present

- Engaged in creating Standard Operating procedures (SOP's) for Good Manufacturing (GMP) practice inside the production and its equipment usage, which build operation stability.
- Collaborate with the team on materials needed before production to achieve 100% success rate.

### Boomerang Bistro and Bar Pte. Ltd., Singapore

#### Operation Manager

September 2010 – May 2022

- Established good network connections and updated the overall system like POS to ensure system stability for daily operations.
- Organized healthy environment among employees and boost productivity leads to enhanced employee happiness by 20%.
- Managed company website and restructured SEO resulting in increased company exposure online and raising its revenue by 30%.

### Tangent Solutions Inc. Philippines - Field Technician

March 2009 – June 2010

- Enhanced customer good relationships while delivering technical support over the phone and on-site operation to reduce post-installation customer complaints to gain 100% customer satisfaction.
- Provided support to field technicians nationwide after four months of employment and provided the technical support needed for job completion.
- Improved data collection and summarization from all field technicians for assessment and increased customer satisfaction by 20%.

### Texas Instruments Philippines – Failure Analysts (OJT)

November 2007 – Mar 2008

- Improved customer satisfaction by completing job order reports before the deadline for all failed units submitted by the assembly department, leading the team to be proven 100% efficient.
- Engaged in planning and implementation of new standard operating procedures (SOP) for newly released products for better analysis and reducing time to release analyzed data.

## EDUCATION

### Brigham Young University (BYU)

April 2022 – 2026(Anticipated)

Bachelor's degree in software development

- Frontend Web development
- Python Programming Language

### Central Philippine University (CPU), Philippines

June 2003 – May 2009

Bachelor's Degree in Electronics and Communications Engineering