

JOHN ALEXIS ELLE



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Address

Las Pinas City, NCR,
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SKILLS

Project management
Data management
Continuous improvement
Quality control
Operations support
SOP Creation
Tech-Savvy
Research and analysis
Data interpretation
Client relationships
Administrative support

SOFTWARE

Microsoft 365
Google Workspace
Basecamp
Asana
Notion
Slack
Zoom
Zapier
Salesforce
HubSpot
ActiveCampaign
ScopeStack
ScopeIQ
ChatGPT
Claude

CERTIFICATIONS

- Lean Six Sigma Yellow Belt Professional
- Lean Six Sigma Green Belt Professional

Results-driven Industrial Engineer with 10+ years of experience in Process Improvement, Project Management, and Operations, including 4 years in remote roles as a Virtual Assistant and Project Support Specialist. Skilled in Workflow Optimization, Documentation Management, and Project Management, with proven expertise in CRM systems and cross-functional coordination. Combines engineering discipline with strong organizational and communication skills to deliver efficient, high-quality support in remote environments.

WORK EXPERIENCE

Apr 2024-

Present

Pre-Sales Support /Technical Content Writer

Arctiq, Atlanta, GA 30096 USA (Remote)

- Draft Statements of Work defining project scope, deliverables, timelines, and responsibilities.
- Prepare accurate cost estimates and quotations for client projects.
- Maintain Salesforce records with current sales and project information.
- Collaborate with sales teams to capture requirements and support pre-sales documentation.
- Review documents for internal and client standards, formatting, language, and technical accuracy.
- Support ScopeIQ development and QA by testing SOW workflows, documenting issues, and validating fixes.
- Provide ScopeIQ technical support by investigating and reproducing issues and coordinating resolution with the development team.
- Use ChatGPT and Claude to support troubleshooting, test planning, technical analysis, and documentation of improvement requirements.

Dec 2023 -

May 2024

Project Manager

Kosher Scotland, East Kilbride, Glasgow, UK (Remote)

- Manage projects of importance to the company from ideation to conclusion ensuring they are carried out according to expectations and budget.
- Create automations and streamline business processes.
- Develop and optimize systems to enhance operational efficiency.
- Manage software solutions, ensuring they align with business objectives.
- Design and implement standard operating procedures (SOPs) to streamline processes.
- Train team members on the use of newly implemented systems and SOPs.
- Continuously monitor and evaluate processes for improvement opportunities.
- Collaborate with cross-functional teams to drive operational excellence.

**Apr 2021-
Dec 2023**

**Quality, Process, and Control Manager
Warbucks Southern Corporation, Pasig City, PHL**

- Analyzed and optimized processes by identifying resource needs (people, materials, technology, information) to improve efficiency and effectiveness.
- Designed, documented, and assessed business processes aligned with company Quality Control Plans (QCP).
- Conducted work studies to improve methods, labor utilization, and cost efficiency.
- Built and evaluated cost and performance models to support capacity planning, workload balancing, and cost reduction initiatives.
- Led workflow simplification, process optimization, and automation projects using Google Sheets and Google Forms.
- Conducted value stream assessments and process audits to identify improvement opportunities.
- Supported change management by modeling performance and cost impacts of new process designs.
- Supervised teams in key areas including procurement, cash management, station maintenance, and workforce operations.

Key Achievements:

- Developed a Performance Evaluation System with clear metrics for accurate and fair employee appraisals.
- Streamlined Job Descriptions and Standard Operating Procedures (SOPs) to align tasks with organizational goals.
- Promoted Paperless Transactions and digital workflows through Google tools.
- Spearheaded automation initiatives that improved efficiency and reduced manual work.

**Sep 2019-
Mar 2021**

**General Virtual Assistant
Quaestus International Placement Services, Pasay City, PHL (Remote)**

- Provided administrative support through email management, calendar scheduling, and meeting coordination.
- Handled communications including drafting forms, contracts, SOPs, and managing Facebook recruitment posts and applicant inquiries.
- Conducted research on labor laws, immigration requirements, and updates from DOLE, NLRC, and POEA to support compliance and policy updates.
- Scheduled and facilitated virtual meetings via Zoom, Skype, and Messenger, assisting with setup and troubleshooting.
- Led project coordination for applicant passport processing and background checks, tracking progress to ensure timely completion.
- Managed data and documentation by organizing digital files in Google Drive and developing a centralized applicant and job order database in Google Sheets.
- Supported financial tracking through expense monitoring, recruitment analytics, and monthly financial reporting for client discussions.

**Oct 2015–
Jun 2019**

Quality Assurance Specialist

Allegiance Cargo Advantage Inc., Muntinlupa City, PHL

- Led continuous improvement initiatives across operations using Lean Six Sigma methodologies to enhance efficiency, quality, and compliance.
- Identified and implemented process improvements within key departments through data analysis and Lean Six Sigma tools.
- Developed and standardized SOPs, policies, and manuals to align with Quality Assurance and industry standards.
- Defined Key Result Areas (KRAs) and Key Performance Indicators (KPIs) to monitor team and departmental performance.
- Ensured ongoing compliance with quality and regulatory requirements through audits and process reviews.
- Applied Six Sigma and process improvement tools to streamline operations and reduce waste.

Key Achievements:

- Revised Quality Assurance policies and booking procedures, improving shipment handling and increasing manpower efficiency by 40%.
- Served as Project Leader overseeing shipment movement from booking to delivery, ensuring on-time and accurate logistics operations.
- Created and implemented a Job Costing format that reduced logistics fund requests by 50% while maintaining delivery schedules.
- Designed and launched the company's Safety Program, strengthening workplace compliance and employee safety awareness.

**Jun 2014–
May 2015**

Production Engineering Assistant

Tri-Phil International Inc., Muntinlupa City, PHL

- Maintains work flow by monitoring steps of the process of baseball glove making in the production area.
- Sets processing variables and observes control points and equipment.
- Monitors personnel performance and the required resources
- Performs Time and Motion Study for the new models of baseball gloves before going through the production line.

Highlighted Achievements:

- Set time standards of glove assembly for each glove model based on the data acquired from TMS.
- Handles Kaizen Program that tackles the fruition of ideas and suggestions by conducting feasibility studies and cost benefit analysis.

**Jan 2014-
Jun 2014** **Material Resource Planning Associate
Green Cross Incorporated, Muntinlupa City, PHL**

- Performs day to day conduct of activities performing planning functions for assigned brands or materials in accordance with the Planning Quality Management System.
- Performs Inventory Analysis on the handled brand.

Highlighted Achievements:

- Plans Production Schedule of the handled brand.
- Assist in various inventory and material errors reconciliation.

**Jan 2013-
Dec 2013** **Working Student / Production Staff
UniExpert Garments, Las City, PHL**

- Documented work procedures and created standardized templates and process manuals to ensure consistency and compliance across departments.
- Maintained and updated employee records, forms, and HR files, ensuring accuracy and confidentiality in all documentation.
- Processed employee benefits, payroll, and salary adjustments, coordinating with accounting to ensure timely and accurate disbursements.
- Assisted in basic bookkeeping tasks, including expense tracking, reimbursement monitoring, and preparation of payroll summaries.

EDUCATION

2003 - 2007 **Bachelor of Science in Industrial Engineering
Adamson University**

- Certificate of Academic Recognition – Rank 9 - 2nd Year Level 1st Semester SY 2008-2009
- Dean's Lister Rank 13 (4th Year Level 2nd Semester SY 2011-2012)

2003 - 2007 **Secondary Education
Stella Maris College**

- 2003 – 2007 Recipient of President Gloria Macapagal Arroyo Award for Cultural Arts
- Champion, Red Cross Convention Poster Making Contest, Clarin, Misamis Occ. (Feb 2007)

REFERENCE

- **Cris Noble**, Senior Manager, 404.999.6364, Arctiq, Remote
- **Maria Rojanna Verador**, Compliance & Risk – Head, +639176201419, Pro-Excel Property, Muntinlupa City
- **Dinah S. Ruz**, HR Officer, +639178253836, Warbucks Southern, Pasig City
- **Adam Henderson**, CEO, +447749751539, Kosher Scotland, Glasgow, United Kingdom