

YVETTE CAABAY

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SUMMARY

An Industrial Engineer specialized in Operations Management, Auditing and General Admin. Let me help you to streamline your process, ease your tasks and grow your business.

EDUCATION

Bachelor of Science in Industrial Engineering
University of Cebu - Lapu lapu and Mandaue Campus

Year Graduated: 2016

PROFESSIONAL EXPERIENCE

Business Operations Supervisor
Immigration Firm - Los Angeles, California

October 21, 2021 - July 10, 2024

Operations:

- Proactively identify and resolve business challenges while capitalizing on growth opportunities to support organizational objectives.
- Continuously improve, implement, and regularly review operational policies and procedures to optimize efficiency and ensure compliance.
- Deliver visionary leadership to guide organizational strategy, culture, and performance to 19 remote VA's and one office staff.
- Demonstrated expertise in developing and implementing comprehensive Standard Operating Procedures (SOPs) and video trainings that reduce one week of onboarding time.
- Skilled in developing comprehensive training manuals and process flow for onboarding, technical and operation process, and compliance using MS Office and Canva.
- Experienced in conducting team training sessions during onboarding and new implemented process to enhance performance, ensure procedural understanding, and support continuous learning.
- Drive process automation initiatives using jot form, Mycase workflow, Trello, and MS Excel formula to streamline operations, reduce manual effort, and increase overall efficiency.
- Skilled in preparing detailed Monthly Accomplishment Reports to track performance metrics and highlight achievements of 20 team members.
- Experienced in reviewing and providing feedback on three weekly content video outputs from the Marketing team to ensure alignment with company standards and strategic objectives.
- Conduct final interviews using zoom to assess applicant qualifications, cultural fit, and alignment with organizational goals.
- Assist in onboarding and offboarding processes to ensure smooth transitions, compliance with company policies, and a positive employee experience.

Administrative tasks:

- Manage CEO's calendar by sending timely reminder using email and Google calendar to ensure optimal time management and meeting preparedness.
- Manage and respond daily volume of 30+ messages in Mycase and emails to ensure timely and professional correspondence.
- Skilled in organizing and maintaining business documents using Sync for easy retrieval, compliance, and operational efficiency.
- Assist in drafting retainer agreements using the company standard legal templates and process customer payments and refunds accurately and efficiently.

La Filipina Uy Gongco GOC - BGC, Taguig City

- Experienced in conducting comprehensive audit phases with a focus on operational, technical, financial, and compliance areas to identify risks and ensure regulatory alignment.
- Skilled in performing data analysis on sales reports covering 500+ transactions, 1000+ customer data from three different business unit, 1000+ SKU's of company inventories and document management systems to generate actionable insights and support strategic decision-making.
- Conduct monthly and quarterly monitoring of departmental action plans to track progress, ensure accountability, and support continuous improvement initiatives. Some of implemented projects are:
 - Automate Fleet card masterlist to easily identify inconsistencies and duplicates using Audit software. Reduced one day of processing time if manual checking.
 - Conducted calls to 600+ company customers to ensure accuracy of customer data in company system. Corrected 20% of customer details in SAP.
 - Conducted on-site technical and operations Audit in different industries such as farms, manufacturing, canteen and stores. Closed 100% of noted issues.
- Generated P1.5M quarterly cost savings based on corrected Audit issues.
- Created 5 video Audit learning materials and posters. It also serves as reminder to the employees regarding the company policies.

Industrial Engineer**August 2017- January 2020****Suyen Corporation - Bicutan, Taguig City**

- Monitor and verify daily inventory reports for raw materials, packaging materials, and finished products to three different warehouses to maintain accurate stock levels and support operational planning. Tracked over 500+ SKU's in one department.
- Supervised a team of 51 employees performance and ensure adequate manpower allocation to maintain workflow efficiency and meet production demands.
- Skilled in creating daily production schedules to align resources, meet operational targets, and minimize downtime.
- Inspected more than 10 products daily using quality checklist before and during production to ensure compliance with specifications and prevent product defects.
- Coordinate with the Quality Control Department to address and resolve any discrepancies identified during operations.
- Addressed employees concerns and manage attendance-related matters using HRIS, including leave requests, tardiness, and absences, to support HR compliance and maintain workforce productivity.
- Improved document management system by delegating warehouse document process to two team members. Developed and documented clear process flow and reduced four hours of processing time. Able to provide back up if one employee is on leave.
- Strictly implemented 5s (sort, set in order, shine, standardize, sustain the cycle) in one department.

Billing Assistant**July 2016 - July 2017****Philippine Long Distance Telecommunication Company - Paseo De Roxas, Makati City**

- Manage incoming and outgoing calls to provide customer support, address inquiries, and ensure prompt communication using the company software. Able to handle 30+ customer calls daily including the follow-up calls.
- Verify 20+ customer profiles daily using company system, package announcement and submitted customer supporting documents to confirm account accuracy, phone and internet package and prevent document discrepancies.
- Conduct follow-ups with sales agents and the collections department to ensure timely updates on account status, payments, and customer inquiries.
- Ensure accuracy of phone plans availed by customers and verify product availability to inventory team.
- Create and assign customer-specific SKUs prior to inventory processing to ensure accurate tracking and streamlined inventory management.

SKILLS

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|---|-------|--|-------|
| • Time management skills | ★★★★★ | • Operations Management | ★★★★★ |
| • Auditing skills | ★★★★★ | • Risk Management | ★★★★★ |
| • Process Flow Chart | ★★★★★ | • Data Analysis | ★★★★★ |
| • Proficient in creating standard operating procedure | ★★★★★ | • Create report presentation | ★★★★★ |
| • Proficient in written and verbal communication skills | ★★★★★ | • Customer Service | ★★★★★ |
| • Time and motion study | ★★★★★ | • Create posters and basic video editing | ★★★★★ |
| | | • Basic bookkeeping | ★★★★★ |

TOOLS AND APPLICATION

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|---|-------|-----------------|-------|
| • Microsoft Office (excel, powerpoint and word) | ★★★★★ | • Trello | ★★★★★ |
| • Google Suite | ★★★★★ | • Mycase | ★★★★★ |
| • Outlook | ★★★★★ | • Asana | ★★★★★ |
| • Protonmail | ★★★★★ | • Click up | ★★★★★ |
| • Zoom | ★★★★★ | • Docketwise | ★★★★★ |
| • Canva | ★★★★★ | • SAP Hana | ★★★★★ |
| • Jotform | ★★★★★ | • Chase Orbital | ★★★★★ |

ADDITIONAL INFORMATION

- **Languages:** English, Tagalog and Bisaya
- **Certifications:** Certified Lean Six Sigma Yellow Belt (CLSSYB), Certified Internal Quality Auditor ISO 9001 (CIQA) and Certified Bookkeeper