

# JEFFREY MACAPINLAC



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## SR. QUALITY ENGINEER

*Influencing cross-functional teams and executing strategic, massive action to get goals accomplished.*

### SUMMARY STATEMENTS

- Results-oriented professional with the ability to communicate at all levels (physically and virtually).
- Proven ability to manage multiple project priorities while meeting challenging deadlines.
- Ability to work collaboratively, remotely, and independently in a fast-paced, complex environment.

### CORE COMPETENCIES

- Strong and consistent team player with ability to deliver positive results in dynamic settings
- Highly effective communication skills; able to deliver presentations across all levels of organization
- Identifying and implementing opportunities for improvement
- Disciplined project management, with demonstrated ability to productively work remotely and independently

### TECHNICAL COMPETENCIES

- Branding and Social Media
- Audio/Video Editing
- Apple/Microsoft operating systems and cloud & non-cloud based software (DropBox, BlueJeans, Word, Excel, Powerpoint, Zoom, Teams, Asana)
- ISO 13485:2016, 21 CFR 820, and MDSAP
- SAP, EtQ, Oracle Agile, Salesforce, JD Edwards/Enterprise One, DevTrack

### WORK EXPERIENCE

**ILLUMINA, INC.**, Hayward, CA

**Sr. Operations Quality Engineer** May 2020 – Present

- Led the reduction of inventory waste by 56% within 4 quarters
- Successfully implemented system enhancements with accelerated timeline as global project lead
- Host/Emcee for company events (e.g. site all hands, global all company meeting)
- Lead auditor to assess process/product compliance against the relevant requirements

**Sr. Quality Operations Analyst** Jan 2013 – May 2020

**Sr. Quality Specialist** Aug 2011 – Jan 2013

- Team leader for Rapid Improvement Event (RIE) responsible for reducing overall aging of nonconforming inventory by 55%
- Reduced nonconforming material inventory total dollar value by 70% within one-year period
- Managed corrective actions / preventive action (CAPA) towards closure, ensuring audit readiness, and managing nonconformance process.
- Coordinated recurring CAPA Review Board (CRB), and reported minutes and metrics
- Managed and coordinated investigation, evaluation, disposition, and verification activities for both MRB and RMA areas
- Directly involved in audits (internal and external) as subject matter expert, lead, and primary support
- Provided ongoing Quality support for multiple product platforms, including the launch of NovaSeq platform
- Supported launch of EtQ (compliance management software) as site administrator
- Delivered instructor-led trainings to support Quality Objectives (e.g. Effective Training Skills, CAPA, Good Documentation Practices)

## **Quality Control Specialist Jun 2008 – Aug 2011**

- Trained personnel and transferred incoming quality processes to domestic and international sites
- Performed incoming quality control inspection of purchased parts in accordance to applicable drawings, specifications and inspection plan requirements
- Actively coordinated and managed incoming inspection responsibilities to meet manufacturing needs
- Reduced inspection time by implementing Dock-to-Stock program to eliminate unnecessary inspection and reduced workload by 50% in 3 months
- Developed and maintained standard reports, databases, metrics and presentations to measure material quality and assess supplier capabilities
- Worked with engineers and Research & Development (R&D) to develop inspection and acceptance criteria
- Directly involved with suppliers to communicate inspection observations and customer issues
- Improved trainings and presentations by applying audio-visual skills in an interactive and informative multi-media format

## **GENENTECH, INC., Vacaville, CA**

### **Bio-Process Technician Nov 2006 – Jun 2008**

- Involved in start-up of large-scale biotechnology manufacturing plant for pharmaceutical proteins
- System lead and back-up directly participating in related documentation, system walk-downs, troubleshooting, debugging, cycle development and validation activities
- Increased team productivity by becoming a certified trainer and directly training individuals on specific skills and procedures
- Project lead for creating and redlining standard operating procedures (SOP's), standard records (SR's) and training guides (TG's) for equipment and process procedures
- Increased efficiency through knowledge of Lean Manufacturing, 5S, Kanban

## **EDUCATION & PROFESSIONAL CREDENTIALS**

- LinkedIn Learning, Bonnie Biafore, Project Management Foundations, 2022
- LinkedIn Learning, Chris Nodder, Design Thinking: Understanding the Process, 2021
- Certified Quality Management Systems Lead Auditor (incorporating ISO 13485:2016 and MDSAP requirements), CQI/IRCA Certified, 2018
- Stanford University, Leadership by Design, 2017
- San Jose State University, Developing and Managing People, 2017
- Stanford University, Courageous Leadership, 2015
- Certified Lean Six Sigma Black Belt, 2013
- Stanford University, Authentic Leadership Presence, 2013
- ISO 9001:2008 Lead Auditor with Emphasis on 13485, RABQSA Certified, 2011
- University of California, Santa Cruz, Project Leadership, 2011
- Santa Clara University Leavey School of Business, Managers Becoming Leaders, 2011
- Dale Carnegie Institute, Effective Communications and Human Relations, 2010
- B.S. in Biological and Biomedical Sciences, University of California Los Angeles, 2005

## **PROFESSIONAL QUALITY AFFILIATIONS**

- President – Toastmasters International
- VP of Public Relations - Toastmasters International
- Member - American Society for Quality (ASQ)
- Member - Regulatory Affairs Professionals Society (RAPS)