



CHRISTIAN JOSEPH DELA CRUZ

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PROFESSIONAL SUMMARY

Industrial Engineering professional with experience across process improvement, data analysis, operations, inventory management, performance monitoring, training coordination, and cross-functional collaboration. Experienced in identifying operational gaps, analyzing workflows, coordinating improvement initiatives, and supporting teams in implementing more structured and efficient processes. Hands-on experience spans real estate operations, project-based process improvement consulting, inventory operations, customer service, and production environments. Strong foundation in continuous improvement, operational analysis, process coordination, problem solving, documentation, and performance monitoring, supported by a Lean Six Sigma Yellow Belt certification.

CORE COMPETENCIES

- Process Improvement & Continuous Improvement
- Operational Efficiency & Workflow Optimization
- Process Analysis & Gap Identification
- Data Analysis & Performance Monitoring
- Cross-Functional Coordination
- Operational Problem Solving
- Inventory & Process Control
- Performance Management
- Training & Operational Readiness
- Process Documentation & Reporting
- Stakeholder Coordination
- Customer Experience Improvement
- Issue Resolution
- Operational Planning & Follow-Up

PROFESSIONAL EXPERIENCE

Junior Data Analyst

Nov 2025 – Present

Metropolitan Premium Properties — Dubai, UAE

- Coordinate with multiple stakeholders to support the smooth execution of operational activities and timely delivery of outputs.
- Analyze operational activities and identify inefficiencies, gaps, and opportunities for process improvement.
- Recommend process improvements aimed at enhancing operational efficiency and overall performance.
- Support business requirements through cross-functional communication, issue resolution, and structured coordination.
- Manage time-sensitive operational tasks while maintaining accuracy, organization, and attention to detail.
- Maintain accountability and consistency across day-to-day operational activities.

Process Improvement Consultant — Project-Based

Mar 2025 – Present

Bagful of Glitter — Philippines

- Provide process improvement recommendations focused on improving operational efficiency and workflow structure.
- Collaborate with stakeholders to identify operational gaps and develop practical solutions.
- Analyze existing workflows and support improvements through structured analysis and coordination.
- Assist in strengthening operational processes through improved workflow organization and follow-up.

Training Coordinator

Mar 2025 – Oct 2025

Metropolitan Premium Properties — Dubai, UAE

- Coordinated training schedules, logistics, and execution to support employee readiness and operational requirements.
- Monitored employee performance and identified areas requiring improvement to support service and performance standards.
- Collaborated with trainers and departments to ensure smooth execution of programs and alignment with operational requirements.
- Maintained structured reports covering attendance, completion rates, and participant feedback.
- Coordinated follow-ups and maintained organized processes to support consistent execution of training activities.

PROFESSIONAL EXPERIENCE

Sales & Customer Service / Data Analyst

Apr 2024 – Mar 2025

Bagful of Glitter — Philippines

- Analyzed and supported day-to-day business activities while managing customer service and operational responsibilities.
- Collaborated with teams to streamline workflows and improve the overall customer experience.
- Identified opportunities to improve processes while managing multiple operational responsibilities.
- Handled customer inquiries, requests, and issues efficiently in a fast-paced environment.
- Supported sales performance through product promotion, customer engagement, and effective coordination.

Inventory Analyst

Apr 2023 – Oct 2023

Growsari — Philippines

- Coordinated with warehouse teams to maintain product availability and support smooth inventory operations.
- Managed inventory forecasting and structured monitoring to minimize discrepancies.
- Identified operational inefficiencies and implemented improvements to enhance productivity.
- Strengthened coordination between departments to support accurate and timely inventory operations.
- Maintained accuracy and operational discipline in a fast-paced environment.

Inventory Controller

Jul 2022 – Apr 2023

Growsari — Philippines

- Managed inventory levels and maintained accuracy of inventory records across systems.
- Improved tracking and coordination processes, significantly reducing unserved orders.
- Oversaw receiving, storage, and inventory handling while maintaining operational standards.
- Collaborated with teams to improve real-time inventory availability and workflow continuity.

Inventory Auditor

Mar 2022 – Jul 2022

Growsari — Philippines

- Conducted detailed inventory audits to ensure accuracy and integrity of records.
- Identified inventory discrepancies and coordinated with relevant teams to resolve issues efficiently.
- Supported operational accuracy through structured auditing and attention to detail.

Customer Service Associate

May 2021 – Sep 2021

VXI Global Solutions — Philippines

- Handled customer inquiries, complaints, and issue resolution while maintaining service standards.
- Managed difficult customer situations through effective communication and problem solving.
- Achieved performance targets through consistent service delivery and effective customer interaction.

Production Engineer

Jul 2020 – Oct 2020

Mikuni Electronics Corp. — Philippines

- Supported production operations to maintain efficiency and adherence to established processes.
- Collaborated with teams to resolve operational issues and maintain workflow continuity.
- Developed practical problem-solving and process coordination experience within a structured production environment.

EDUCATION

Bachelor of Science in Industrial Engineering

PATTS College of Aeronautics

CERTIFICATIONS

Lean Six Sigma Yellow Belt Certified

ADDITIONAL INFORMATION

UAE Driver's License: Valid

Location: Dubai, UAE

Philippine Driver's License: Valid

Mobility: Dubai / Sharjah / Abu Dhabi