

ESTELLE DIANE JOSE

PROCESS IMPROVEMENT SENIOR ASSOCIATE

Shopee Philippines, Inc.

Taytay, Rizal 

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Estelle Diane Jose 

Twitter/Blog/Portfolio



EDUCATION

University of the Philippines - Diliman | MS Energy Engineering

JAN 2021 – PRESENT

University of the Philippines - Diliman | BS Chemical Engineering

JUN 2010 – MAR 2015

- Magna Cum Laude – GWA of 1.28
- Ranked 3rd in the chemical engineering graduating class
- UP Oblation Scholar and DOST-SEI Merit Scholar
- Member and Awardee, Phi Kappa Phi International Honor Society

Philippine Science High School – Main Campus | High School Diploma

JUN 2006 – MAR 2010

- Graduated with High Honors – GWA of 1.23



EXPERIENCE

Shopee Philippines, Inc.

Process Improvement Senior Associate – Serviced by Shopee

JAN 2021 - PRESENT

- Main point person for process improvement initiatives for the Serviced by Shopee team, including back margin management, new product features and releases, supplier center system, and internal team processes, among others.

Unilever Philippines, Inc.

Quality Lead & QMS Manager – Personal Care Paco Plant

JUL 2019 – DEC 2020

- Manages the end-to-end quality operations of Unilever's Personal Care Paco Plant - the manufacturing site of top brands Cream Silk, Sunsilk, Dove, Tresemmé, Rexona Deo Lotion, Pond's, Clear, Vitakeratin, and most recently Lifebuoy. Leads a team of 3 to drive quality in the factory of over a hundred employees (in-house and 3P) thru autonomous quality programs.
- Ensures product quality and consumer safety - from raw and packaging materials receiving, bulk mixing, filling and packing processes. Overall lead in driving the factory's compliance to GMP, Standard Care and Hard Hygiene requirements based on global Unilever quality standards.
- Responsible for incident management, traceability, handling consumer and customer complaints, and improvement of cleaning and disinfection programs. Drives process, cost, and waste improvement with Production and Engineering teams thru Kaizen projects that address top quality issues. Quality resource in multiple cross-functional teams working towards the launch of product innovations in the market.
- Pioneer in digitization of quality in the factory via digital KPI board using Power BI to show top issue drivers, digital CRQS to gather quality control data and defects both on the line and end of line, enabling the voice of the consumer to be visible to shopfloor personnel, and automation of physico-chemical bulk analysis via NIR.

Unilever Future Leaders Program | Supply Chain Management Trainee

AUG 2016 – JUN 2019

- A 3-year fast tracked development program designed to develop leaders thru rotation within functions and across categories of Supply Chain. UFLP provides in-depth exposure to both technical and business deliverables, engagement with various stakeholders, and empowerment to make key decisions and lead priority projects that significantly impact the business.

Warehouse Inventory Management Lead

AUG 2018 – JUN 2019

- Established the SOP and governance for pallet management across Unilever warehouses, factories, customers and haulers: conducted Unilever-wide pallet count, developed weekly pallet requirement forecasting, and implemented controls and documentation to drive accountability and traceability across all sites.
- Collaborated with DHL inventory team to develop the stock count policy and organize the annual wall-to-wall count of finished goods in Unilever's 137,000 sqm Mega DC.
- Worked with the warehouse operations team to map out the end-to-end warehouse process – from order generation, shipment planning, case and pallet picking, loading and dispatch. Identified key gaps and performed analytics to drive process improvements to reach target output of 200,000 cases dispatched to customers per day.
- Supported Order-to-Cash team in the resolution of 30M worth of credit note customer claims for stock returns and reconciled transport shipment cost variance.

Manufacturing Masterplan Project Lead

OCT 2017 – JUL 2018

- Project lead for the Personal Care category masterplan involving development of business cases for multiple options, deep dive analysis on cost, run strategy, man and material flow, and engagement with subject-matter experts and stakeholders to create a fit-for-purpose and cost-effective manufacturing strategy.
- Managed the overall project management for the localization of Home Care liquids to deliver 1.8mEUR savings, from business case approval, run strategy, engineering actions, transition planning; all while ensure safety and quality standards are met.

Procurement Projects Lead

FEB 2017 – SEP 2017

- Delivered 400kEUR material cost reduction and 1.4mEUR cash savings through detailed analysis & optimization of trader cost models; standardized overall trader's strategy.
- Pioneered the first digital e-tender in SEAA for raw materials, enabling more effective negotiations. Successfully shifted 10 high spend materials from direct import to source via trader, keeping cost at par and reduced total company inventory by 0.10 MAT DOH.
- Led improvements in supplier reliability via on-time, in-full analysis and enrolment of 100% of suppliers to SupplierNet, a global digital collaboration platform that gives visibility to Unilever's service and quality metrics enabling better engagements between procurement, planning and supplier to address key issues and operational concerns.
- Rolled-out a consequence management framework to top suppliers for quality issues encountered via a Special Terms Contract. Lead the supplier quality cascade focusing on top issue drivers, Supplier Quality Audit, Supplier Non-Conformance Reports and new ways of working to drive better coordination and efficiency in operations.

Supply and Innovations Planner (Deos and Oral Care)

AUG 2016 – JAN 2017

- Responsible for importation of finished goods and planning banding of promotional and multi-packs. Ensures target inventory is maintained based on demand, closely coordinating with cross-functional partners in managing critical stocks. Also serves as the network holder to ensure on-time and in-full launch of new product innovations.

- Standardized the end-to-end process for launching promotional products across all categories (HPC & Foods) through cross-functional alignment with planning, customer development, and brand teams - from idea conceptualization to on-shelf availability.

Fuels, Energy, and Thermal Systems (FETS) Laboratory, Department of Chemical Engineering, UP Diliman (AUG 2014 – JUN 2015)

Student Researcher - *Photocatalytic Hydrogen Production from Seawater using $Cd_xZn_{1-x}S$*

- Published at the International Journal of Chemical Engineering and Applications (IJCEA)
- Finalist, 2015 Undergraduate Project Competition of the College of Engineering, UP Diliman

Plant Design – *Anaerobic Digestion of Solid Waste in Metro Manila for Power Generation*

- Involves the application of general chemical process design considerations and engineering economics to evaluate plant economic feasibility, optimization of plant processes, design of equipment, instrumentation and process control, HAZOP, and overall plant design

Philippine Geothermal Production Company, Inc. (APR – JUN 2014)

Professional Intern – Facilities Engineering Department

- Managed two high-value projects: (1) Mak-Ban Field-Wide Evaluation of Swing-line Opportunities and (2) Technical Validation of Existing Field-Wide Pressure Relief Systems. Project results proved beneficial for the site; recommendations were applied in the field.



PROFESSIONAL LICENSE AND TRAININGS

Professional Regulation Commission | Nov 2015

- License No. 30806. Passer, Nov 2015 National Chemical Engineering Board Examination

SGS Philippines, Inc. | Aug 2019

- ISO 22716:2007 Good Manufacturing Practices for Cosmetic Products Foundation Course

Unilever Philippines, Inc.

- Internal company trainings attended include: Unilever SEAA HACCP Training, Unilever SEAA Procurement Foundation Workshop, Quality Management System, HPC 420, Citizen Data Scientist Foundation, Hard Hygiene, GMP, Internal Audit, among others



ACTIVITIES

Elite Aerial Arts

- Pole and Aerial Arts Enthusiast (Apr 2018 – Present)

Parish of the Holy Sacrifice Lectors and Commentators Group

- Member (Dec 2013 – present)

UP Academic League of Chemical Engineering Students (UP ALCHEMES)

- Executive Officer for External Affairs (Mar 2014 – Jun 2015)
- Chemical Engineering Students Summit PH 2014 Programs Co-Head (May 2013 – Feb 2014)
- Reviews and Tutorials Head (Nov 2012 – Mar 2013)
- Member, UP ALCHEMES Chorale (Jun 2012 – Jun 2015)

Philippine Society of Youth Science Clubs, Inc. (PSYSC)

- PSYSC Science Olympiad Core 2014 (Jan – Sep 2014)
- Guest Relations Officer, Search for the Most Outstanding Science Club 2013 (Aug 2013 – Mar 2014)

Philippine Institute of Chemical Engineers – Junior Chapter Luzon (PICHE-JCL)

- Member, Board of Representatives – Membership and Internals Committee (SYs 2013-2015)

Society of Manufacturing Engineers – UP Diliman (SME-UPD)

- Member, Secretariat Committee (Mar 2013 – Jun 2015)

College of Music, University of the Philippines Diliman

- Piano Extension Program (Jun 2010 – Mar 2015)