

JESSIKA
MÉNDEZ RAMÍREZ

Quality and Process Management Assistant

Administrative Technical Assistant with experience as a Commercial Coordinator at Equigas de Costa Rica and as a Production Management Assistant at Firestone Industrial Products. Currently working at the Agency for Accreditation of Engineering and Architecture Programs (AAPIA). She has a background in accounting, administration, warehouse supervision, and English for customer service, as well as certifications in ISO 9001:2015 and Six Sigma Yellow Belt. She stands out for her skills in management, quality, and continuous improvement, with a strong focus on professional development in administrative and quality-related areas. She is currently pursuing a degree in Industrial Engineering.

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ACADEMIC BACKGROUND

- **[2026 – Present]** Bachelor's Degree in Industrial Engineering. UACA
- **[2026]** Accounting Technician, Universidad Fidélitas.
- **[2019]** Administrative Assistant Technician, Instituto Nacional de Aprendizaje (INA).
- **[2013]** Warehouse Supervisor Technician, Instituto Nacional de Aprendizaje (INA).
- **[2009]** Executive Technician in English for Service Centers, Instituto Nacional de Aprendizaje (INA).

PROFESSIONAL TRAINING

- **[2026]** Diploma in Management and Administration of Evaluation and Quality Assurance Processes in Higher Education, RIACES.
- **[2024]** ISO 9001:2015 Quality Management Systems Certification, INTEYA.
- **[2023]** Six Sigma Yellow Belt Certification, Prodiggestone Costa Rica.
- **[2018]** Customer Service Seminar: Applying Emotional Intelligence, Cámara de Industrias de Costa Rica.
- **[2016]** Supervisor Training Seminar in Lean Manufacturing, Cámara de Industrias de Costa Rica.
- **[2015]** Quality Control Seminar and Workshop, KEVAS Asesores Consultores y Contadores.
- **[2014]** Quality and Internal Customer Service Course and Workshop, Asesorías Creativas.
- **[2013]** Excel Avanzado 2010 / Access Intermedio 2010, CTE Global.

AAPIA
AGENCIA DE ACREDITACIÓN DE PROGRAMAS DE INGENIERÍA Y DE ARQUITECTURA

PROFESSIONAL EXPERIENCE

- **[2025]** Equigas de Costa Rica S.A. and Servicios Técnicos S.A. — Commercial Coordinator.
- **[2020]** Firestone Industrial Products de Costa Rica — Production Administrative Assistant.