

MARXANDER S. MATUGUINA

Project & Delivery Lead · Team, Operations & Client Leadership · AI-Augmented Product Delivery

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PROFESSIONAL SUMMARY

Operations and delivery leader with 15+ years managing teams, day-to-day operations, and client relationships across the Philippines, Japan, and the United States. Progressed through Lead roles carrying management-level scope: gathering requirements, planning resources, running daily cross-timezone operations, resolving blockers, owning KPIs and performance evaluation, and continuously improving SOPs to keep clients satisfied and partnerships long-lived. Recognized with my company's Leadership Plaque Award five times.

In recent years I have extended that operational discipline into AI-augmented product building, leading an AI R&D team from research through deployed proof-of-concept and applying the same planning, governance, and stakeholder-management rigor to a new domain. The result is an uncommon combination: proven day-to-day management strength plus hands-on fluency in building and shipping AI-powered products.

RECOGNITION

- **Leadership Plaque Award**, awarded five times (2019, 2020, 2022, 2023, 2024) for sustained leadership and operational performance.

PROFESSIONAL EXPERIENCE

AI R&D Lead

2026 – Present

N-PAX Cebu Corporation · AADX NextGen AI · Cebu, Philippines

- Lead N-PAX's AI R&D team of 3 junior developers, owning day-to-day workload, priorities, and delivery cadence while researching how the business can adopt AI and turning that research into working proof-of-concepts.
- Partnered with the Senior Lead and CEO to define the company's AI adoption roadmap; directed the team to deliver its first working POC, an Agentic RAG knowledge assistant, on schedule.
- Managed end-to-end delivery of an AI knowledge platform (governed document management, role-based access control, quality-gated ingestion, cost controls, embeddable widget) from planning through live deployment on an internal VM.
- Designed and led the build of ProjectHub, a governance framework and central hub that standardizes how AI products are planned, built, and tracked across the team.
- Expanding scope into workflow automation, applying the same delivery and governance patterns to end-to-end operational processes.

Fresh-Graduate Training Lead

2025 – 2026

N-PAX Cebu Corporation · AADX · Cebu, Philippines

- Led a six-month probationary training program for 20 fresh-graduate hires. **100% were regularized, retained, and successfully deployed to their departments.**
- Built training modules, activity timelines, and assessment frameworks from scratch; ran weekly coaching sessions and reinforced professional standards.
- Worked closely with HR and coordinated with Department Heads to identify and place potential talent, actively reporting cohort progress to the CEO.
- Assessed individual and team performance and made final recommendations on department placement and regularization.

Client Operations & Support Lead

2017 – August 2025

N-PAX Cebu Corporation · BPJ · Cebu, Philippines (partners: NRI, Japan & Brierley & Partners, US)

- Led a 10-member support team, owning daily end-to-end support operations for the product and serving as the primary liaison between the General Manager, the team, and the client, building the trust that grew the account into a long-term partnership.
- Ran daily internal and client-facing meetings across US and Japan timezones; surfaced and resolved client concerns, drove resolution internally, and reported end-of-day status.
- Ran the support workflow on Jira for client-logged ticketing and resolution tracking, and on SharePoint for internal file storage, documentation, and progress tracking.

- Managed KPIs and service levels; worked with the General Manager to report performance evaluations for the members I handled, and standardized lead times to keep delivery predictable.
- Owned resource and man-hour planning, including bi-weekly man-hour reporting to the client and management.
- Continuously updated and improved SOPs on client demand, keeping support processes aligned to evolving client needs.
- Deployed onsite for six months to Brierley & Partners (Plano, Texas) to learn their Loyalty on Demand platform, then to Tokyo to train NRI's counterparts for rollout to their client, 7-Eleven Japan, adapting communication style across two distinct business cultures.

Sr. Software Engineer / Pod Lead

2014 – 2017

Accenture Philippines Inc. · NextGen Project · Cebu Business Park, Philippines

- Led a dedicated Pod team delivering a module under the Accenture.com NextGen project, owning task planning, prioritization, and daily execution.
- Managed sprint planning, backlog refinement, and milestone tracking in an Agile environment; monitored progress and reported status to stakeholders.
- Coordinated with QA for consistent validation, defect resolution, and release readiness across the delivery lifecycle.

Programmer / Team Leader

2011 – 2014

N-PAX Cebu Corporation · HRC Department, Web Development · Cebu, Philippines

- Started as a junior programmer building internal web tools, then moved into maintaining and supporting a client-facing system, including onsite client support.
- Progressed to Team Leader, leading a small web-development team, taking on deployment responsibilities, and coordinating directly with clients.

CORE SKILLS

Leadership & Operations: Team Leadership, Day-to-Day Operations Management, Project & Delivery Management, Client & Stakeholder Coordination, Requirements Gathering, Resource & Man-Hour Planning, KPI & Performance Management, Risk & Blocker Resolution, SOP Development, Status Reporting, Mentoring & Coaching, Agile / Scrum.

Tools: Jira, SharePoint, GitHub (repositories, CI/CD pipelines, and Issues customized for internal Agile / sprint tracking), Docker, VM / cloud deployment, Claude (API, Claude Code).

Cross-Cultural Client Management: 8+ years coordinating support and delivery across the Philippines, Japan, and the US, including onsite deployments to Brierley & Partners (Plano, TX) and NRI / 7-Eleven Japan (Tokyo).

AI-Augmented Delivery: Building and shipping AI-powered products: Agentic RAG, retrieval pipelines, agentic workflows, prompt engineering, and AI-assisted development. Tools include the Claude ecosystem (API, Claude Code) among others.

Product Stack (AI-assisted delivery): Design, architect, and ship AI products through AI-assisted development with Claude, making stack and architecture decisions collaboratively during planning. Products delivered on Next.js / React / TypeScript, Node.js, Python (FastAPI), PostgreSQL / pgvector, Docker, CI/CD, and VM / cloud deployment.

Open to remote full-time, part-time, and freelance engagements. Details welcome in conversation.