

JEFFERSON CABRADILLA DATOR

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WORK EXPERIENCE

Company	Carl Zeiss Philippines Pte. Ltd.
Nature of business	The ZEISS Group is an international leader in the fields of optics and optoelectronics that has contributed to technological progress for more than 175 years in the markets for industrial and research solutions, medical technology, and consumer optics.
Position	Service Engineer
Length of Service	October 2017 up to present

Job Description

Perform Technical Support & Customer Care Activities

- Repair, installation, calibration, commissioning and after sales maintenance service to the customer
- Perform functional checks on equipment
- To ensure that the company achieves customer satisfaction objectives

Administrative - ABBE / Ticketing System

- Update of daily service activities / schedules in MS Outlook calendar
- Ensure tickets are regularly updated to reflect current work status and to completed status when jobs are finished

Financial

- Sell service contracts and grow service contract revenue
- Ensure parts sale are profitable

Perform Technical Supports to Sales Team

- Technical support function at demo and exhibition
- Functional checks
- To report to Service Manager in case there are systemic quality issues

Operations

- To ensure good customer interactions at all touch points
- To present the company favorably at all times
- To work with sales, applications and ensure quality demonstrations, seminars and workshops are carried out

Company: **Ixchelle Trading**

Nature of Business: A new player in providing cost effective products from analytical, medical, industrial, PPe's, school and office supplies to IT products and services.

Position: **Operation Head**

Length of Service: April 1, 2013 to September 30, 2017

Job description:

- Responsible for all sales and service activities of various analytical, industrial products, office supplies and equipment, IT product and other related service activity.
- Installs new equipment and provide product trainings to customers' bio-medical engineer.
- Checked unit's functionality before delivery.
- Performs preventive maintenance to customer. □ Responds to customer concerns and inquiries.
- Prepares and submit service quotation to customers.
- Maintain healthy customer's relationship.

Company: Micro – Biological Laboratory Inc. (Microlab)

Nature of Business: The industry leading provider of premium medical, analytical, industrial and dermatological equipment and services.

Position: Officer in Charge - Operation

Length of Service: June 1, 2012 to February 28, 2013

Managerial Functions

- Plans a comprehensive after sales service program for customers.
- Oversees the implementation of prompt, quality, and efficient after sales service support to all valued customer.
- Oversees the preparation of Service Department's annual operating budget, review plan and approved budget details.
- Sets staff responsibilities and maintain performance standards within the department, at most in making annual performance evaluations on service goals and field service visits.
- Signs correspondences, quotation and other originating from the department.

Sales and Service Functions

- Provide technical service support to area of coverage/customer.
- Assist sales representative in the installation and demonstration of instruments and equipment.
- Installs sold instruments/equipment to customer.
- Provide product trainings to customers and bio-medical engineer.
- Respond to customers inquiries, and request for service support.
- Sells Annual Maintenance Agreement (AMA) and Preventive Maintenance Agreement (PMA) □ Perform preventive maintenance to customer of coverage with service contract.
- Prepares and submit service quotation to customers.

Product Knowledge

- Acquires good knowledge of assigned product line.
- Develops expertise on assigned product line by attending service trainings local and abroad.

Administrative Functions

- Prepares Technical Service Report (TSR)
- Prepares monthly Preventive Maintenance schedule of units with contract.

Company: Micro – Biological Laboratory Inc. (Microlab)

Nature of Business: The industry leading provider of premium medical, analytical, industrial and dermatological equipment and services.

Position: Service Engineer

Length of Service: February 7, 2006 to May 31, 2012

Job description:

- Provide technical service support to area of coverage/customer.
- Assist sales representative in the installation and demonstration of instruments and equipment.
- Installs sold instruments/equipment to customer.
- Provide product trainings to customers and bio-medical engineer.
- Respond to customers inquiries, and request for service support.
- Sells Annual Maintenance Agreement (AMA) and Preventive Maintenance Agreement (PMA) □ Perform preventive maintenance to customer of coverage with service contract.
- Assist Stock Custodian in checking the soundness of instrument / equipment and spare parts received.
- Prepares and submit service quotation to customers.
- Negotiates and get job orders.
- Delivers and collect closed job orders.
- Maintain healthy relationship with the customers.
- Assist sales representative on exhibit when necessary

TRAININGS / SEMINAR ATTENDED

Carl Zeiss Visumax Level 2 Technical Service Training	January 28 - Feb 8, 2019	Jena, Germany
Carl Zeiss Visumax Level 1 Technical Service Training	January 14 - 25, 2019	Jena, Germany
Carl Zeiss Cirrus HD OCT Technical Service Training	September 17 - 21, 2018	Jena, Germany
Carl Zeiss Cirrus Photo Technical Service Training	September 10 - 14, 2018	Jena, Germany
Carl Zeiss Visucam 524 Technical Service Training	September 3- 7, 2018	Jena, Germany
Carl Zeiss Visucam 224 Technical Service Training	September 3- 7, 2018	Jena, Germany
Carl Zeiss Visucam 200/500 Technical Service Training	September 3- 7, 2018	Jena, Germany
Carl Zeiss Visucam NM Technical Service Training	September 3- 7, 2018	Jena, Germany
Carl Zeiss IOL Master 700 Technical Service Training	August 29- 31, 2018	Jena, Germany
Carl Zeiss Atlas 9000 Technical Service Training	August 27 - 28, 2017	Jena, Germany
Carl Zeiss CRS Master Technical Service Training	August 27 - 28, 2018	Jena, Germany
Carl Zeiss Mel 90 Technical Service Training	August 13 - 24, 2018	Jena, Germany
Carl Zeiss Mel 80 Modification 25 Technical Service Training	August 13 - 24, 2019	Jena, Germany
Carl Zeiss Mel 80 Excimer Laser Technical Service Training	August 13 - 24, 2020	Jena, Germany
Carl Zeiss HFA 3 Technical Service Training	January 22 - 24, 2018	Kaki Bukit Place, Singapore
Carl Zeiss HFA2i Technical Service Training	January 17 - 19, 2018	Kaki Bukit Place, Singapore
Carl Zeiss Visulas YAG III Technical Service Training	November 20 - 24, 2017	Kaki Bukit Place, Singapore
Carl Zeiss Visulas 532s (incl. VITE) Technical Service Training	November 13 -17, 2017	Kaki Bukit Place, Singapore
Carl Zeiss FORUM Technical Service Training	November 8 – 9, 2012	Kaki Bukit Place, Singapore
Management Leadership Program	July 28-29, 2012	Manila Philippines
Sales Consultative Selling Skills Workshop	April 21, May 5 & 6, 2012	Manila Philippines
Carl Zeiss FORUM Level 1 Technical Service Training	October 10 – 14, 2011	Munich, Germany
Carl Zeiss Visante OCT incl. OMNI Technical Service Training	October 4 – 7, 2011	Jena, Germany
Carl Zeiss Patient Data Safety Training	June 17, 2011	Online Training
Carl Zeiss Visalis 100 Technical Service Training	Sept 27 – Oct. 1, 2010	Bangalore, India
Super-Vision Managerial Skills Training	October 16 – 17, 2010	Tagaytay, Philippines
Carl Zeiss IOL Master Technical Service Training	October 26 – 30, 2009	Jena, Germany
Carl Zeiss Visulas 532s (incl. VITE) Technical Service Training	October 19 – 23, 2009	Jena, Germany
Carl Zeiss Visucam NM Technical Service Training	October 12 – 16, 2009	Jena, Germany
Sonomed Technical Service Training	February 25 – 27, 2009	Thailand
Carl Zeiss Cirrus HD OCT Technical Service Training	August 4 – 8, 2008	Kaki Bukit Place, Singapore

Knowledgeable with the following products:

Medical Equipment – Installation, Troubleshooting and repair

Carl Zeiss Meditec – All diagnostic and laser equipment.

Carl Zeiss Operating Microscope – Installation, troubleshooting and repair.

Berchold Operating Lights – Installation, troubleshooting and repair

Radiometer Blood Gas Analyzer – Installation, troubleshooting and repair

Datascope Cardiac Monitor – Installation, troubleshooting and repair

Analytical Products – Installation, troubleshooting and repair

Carl Zeiss – Student, Binocular, Stereo, Student Microscopes.

Rudolph Research Analytical – Saccharimeter, Refractometer, Polarimeters

Gerhardt Analytical Systems – Laboshake, Thermoshake, Hotplates, Flask & Glass Heater

Eyela – Rotary Evaporators, Centrifuges, Vacuum Pump

Radiometer Analytical – pH Meters

Extech Instruments – Refractometers, Salinity Meters,

NuAir – Bio-Safety Cabinet, CO2 Incubator, Freezer

Labomed Inc. – Ultra Violet – Visible Spectrophotometers

Ken-a-Vision – Microprojectors, Videoflex, Student Microscope.

Motic – BA series, High End Microscope, Motic Pro

Ohaus Weighing Scale – Moisture Analyzer, All types of Weighing Scale

Others

Computer Literate – Software and Hardware
Microsoft Office Literate (Word, Excel, PowerPoint)

EDUCATIONAL BACKGROUND

College (1998-2003): **Cebu Institute of Technology - University**
Degree: **Bachelor of Science in Electronics and Communication Engineering (BSECE)**

Short Term Course: **Department of Manpower and Development and Placement**
Course: **Computer Technician**

Secondary: **Hilongos National Vocational School**
Vocational Course: **Radio Mechanics**

I hereby certify that the above information is true and correct to the best of my knowledge.



Jefferson C. Dator (sgd)