

ERIC AGUDA CAMACHO

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CAREER OBJECTIVE

To put into professional practice my knowledge and experiences and be able to contribute to the progress and further development of a company that will recognize and value my contributions.

EDUCATIONAL BACKGROUND

College Degree (1998 - 2003) – Rizal Technological University, Mandaluyong City
Bachelor of Science in Mechanical Engineering

WORK AND PROFESSIONAL ENGAGEMENTS

July 2014 to present – **JUNIOR MANAGER, Vehicle Management (Fleet)** - (Smart Communications, Inc.)

Job Summary: Responsible for the upkeep and implementation of required service maintenance of all company vehicle assets ensuring maximum vehicle utilization in support to operations. In-charge for the data capture and monitoring of all company vehicle assets ensuring required ancillary services are provided and complied.

Major Functions:

- Manages day to day Service Operations, Fleet Support & Admin Team and ensure all staffs are guided with the team's objectives.
- Directs, assigns, and monitors the work of staffs.
- Ensures regular update and accuracy of vehicle database/Master file, movement and transfer are properly recorded and all vehicle assets are accounted.
- Ensures regular prompting of vehicle custodians to achieve 100% vehicle PMS compliance.
- Assists Service Advisors in setting work schedule priorities to ensure maintenance and repairs are completed in a timely fashion.
- Analyzes service issues and recommends/implement new processes anchored for better efficiency and effectiveness of Service Operations.
- Conducts vehicle technical inspection and evaluation for warranty claim for confirmation and technical advice.
- Prepare/endorse schedule of Physical inventory of target Regional based service vehicles for accounting and condition inspection audit.
- Approves service repair quotations and facilitate releasing of SAP - Work Order/PR/PO (S4HANA)
- Conduct inspections and coordination meetings with accredited service shops, recommend re-accreditation or delisting of shops.
- Manages delivery, acceptance, and issuance of brand-new units during re-fleeting and recovery of replaced service vehicles.
- Identifies and endorses vehicles for disposal; process/endorse list Asset Retirement and Disposal System (ARDS).
- Prepares intelligent reports, cost data and monitor vs approved budget.

- Organizes and plans for the conduct of the annual vehicle inspection / condition audit and prepare summary report with recommendation of required/appropriate actions.
- Reviews bills prior to endorsement for payment and approval.
- Facilitates driving accreditation and policy orientation on the use of service vehicles.
- Ensures that all support functions are accurately processed on time
- Conducts annual performance reviews of all Fleet Service Providers.
- Performs technical studies/benchmarking of Fleet processes that may result to a more effective Fleet Support Team
- Conducts rationalization and utilization review of fleet complement per team/group.
- Generates and prepares significant Fleet reports and Statistics with analysis to be presented to Logistics Head
- Meets with Operations Heads/Supervisors and represent Logistics regarding fleet concerns / issues.

June 2012 to June 2014 – SALES EXECUTIVE (Webforge Philippines, Inc.)

Job Summary: Accountable for building customer base by conducting an effective structured marketing approach, and building on longer term relationships with customers by meeting their current & future needs.
Responsible on meeting annual sales target by Year End

January 2007 to June 2012 – SERVICE ADVISOR (Honda Cars Makati Inc., Magallanes Complex, 1232 Makati City)

Job Summary: The position is primarily responsible for communicating with customers on work request and conveying these requests to the Production Control Section to ensure that customer requirements are addressed. Markets the services offered by the Company. I am also assigned to one of the satellite service hub in Greenbelt, Makati as In-charge of the operation.

Major Functions:

- Sells and markets all Company services to meet set sales target.
- Receives all types of service requests and performs initial vehicle diagnosis with the customer and prepares Repair Orders. Ensures that work is well defined and accurate.
- Prepares BRP / GR estimates with the end goal of achieving revenues for the company.
- Explains to customers the work to be done and obtains customer's approval in initial requests and additional repairs to manage customer's expectations. Estimates repair time and costs including parts.
- Ensures smooth turn over of vehicle for release by explaining work performed, charges incurred and recommendations.
- Monitors work progress and ensure repair completion at the agreed time to make sure that commitments to customers are met in order to maintain customer satisfaction.
- Update customers on the status of vehicle repairs. Handles phone-in inquiries regarding service matters and conducts follow-up calls as part of customer follow-through activities.
- Checks serviced vehicle to ensure that all work requests were done accordingly. Checks on the vehicle's condition to ensure that it is clean and ready for release.
- Attends immediately to customer complaints and ensure resolution to achieve high level of customer satisfaction.
- Performs other duties that may be assigned from time to time.

*July 2006 to January 2007 - **QUALITY INSPECTOR** (Honda Cars Makati Inc., Magallanes Complex, 1232 Makati City)*

Job Summary: The position is primarily responsible for confirmation and monitoring of work being performed

by technicians based on the Repair Orders. I am also responsible for assisting Technicians

on major repairs.

I also perform overall quality check on repaired vehicles.

Major Functions:

- Leads a group of Technicians and ensures high level of quality performance. Sees to it that Technicians follow standard procedures for each repair performed.
- Conducts quality inspection on repaired vehicles.
- Provides information for Technical Reports.
- Assist service Technicians on difficult vehicle repairs.
- Monitors back jobs and formulate counter measures for these together with the General Repair Workshop Supervisor.
- Checks Technician's accomplishments of parts request if it is in conformity with specified work request in repair order.
- Submits report to the Service Manager on vehicles checked on a daily and weekly basis.
- Performed other duties as may be assigned from time to time.

*May 2004 – July 2006 – **WARRANTY PROCESSOR** (Honda Cars Makati, Inc., Magallanes, 1232 Makati City)*

Job Summary: Warranty Processor as a technical analyst in a service department, primarily responsible for

processing and monitoring of warranty claims to ensure that customer's warranty requirements are addressed.

I also assist the service workshop personnel in performing diagnosis and troubleshooting of unusual, complicated car problems especially new unit releases.

Major Functions:

- Evaluates complained parts under warranty. Decides/approves whether said parts are still warranty or not.
- Prepares warranty claims and technical reports submitted to the distributor.
- Coordinates with external suppliers regarding items with separate warranty claims.
- Prepares reports and goodwill warranty letter for parts beyond warranty period for approval of extension of warranty.
- Monitors warranty service campaign and recalls.

*December 2001 to May 2004 – **SERVICE TECHNICIAN** (Honda Cars Makati, Inc., Magallanes, 1232 Makati City)*

Job Summary: Primarily responsible for maintaining high quality workmanship on all mechanical, electrical and aircon works. I'm also responsible for the diagnosis of major vehicle drivability problems and to assist the Leadman in road testing and quality inspection.

Major Functions:

- Responsible for diagnosis of repair, which require major troubleshooting.
- Performs major repair like overhauling, replacement of some body components and engine trouble.
- Relays to the Leadman any needed additional repairs and informs supervisor of workshop problems to come up with immediate action plans and solutions.
- Maintains workshop area's cleanliness and orderliness to observe compliance to 5'S standards to promote professional image.
- Supervises trainees assigned and perform other duties that assigned from time to time.

RECOGNITION and TRAINING PROGRAMS ATTENDED

Certificate of Recognition, 2nd runner up, Service Advisor of the Quarter for 3rd Quarter 2011, given by Honda Cars Makati, Inc. Makati City, October 24, 2011

Certificate of Recognition, 2nd runner up, Service Advisor of the Month for September 2011, given by Honda Cars Makati, Inc. Makati City, October 24, 2011

Certificate of Recognition, 2nd runner up, Service Advisor of the Month for August 2011, given by Honda Cars Makati, Inc. Makati City, September 26, 2011.

Certificate of Recognition, 2nd Runner-up, 2011 Championship Round HCMI Technicians' Contest Service Advisor Category, given by Honda Cars Makati, Inc. Makati City, September 4, 2011

Certificate of Recognition, Service Advisor of the Month for June 2011, given by Honda Cars Makati, Inc. Makati City, July 25, 2011.

Certificate of Recognition, Service Advisor of the Quarter for 2nd Quarter 2011, given by Honda Cars Makati, Inc. Makati City, July 25, 2011

Certificate of Recognition, CHAMPION 3rd Round 2011 HCMI Technicians' Contest Service Advisor Category, given by Honda Cars Makati, Inc. Makati City, July 24, 2011

Certificate of Recognition, Service Advisor of the Month for May 2011, given by Honda Cars Makati, Inc. Makati City, June 27, 2011

Certificate of Recognition, Service Advisor of the Month for April 2011, given by Honda Cars Makati, Inc. Makati City, May 23, 2011

Certificate of Recognition, Service Advisor of the Month for March 2011, given by Honda Cars Makati, Inc. Makati City, April 25, 2011

Certificate of Recognition, 2nd runner up, Service Advisor of the Month for February 2011, given by Honda Cars Makati, Inc. Makati City, March 28, 2011.

Certificate of Recognition, 2nd runner up, Service Advisor of the Quarter for 3rd Quarter 2010, given by Honda Cars Makati, Inc. Makati City, October 26, 2010

Certificate of Recognition, 2nd runner up, Service Advisor of the Month for August 2010, given by Honda Cars Makati, Inc. Makati City, October 26, 2010

Certificate of Recognition, Service Advisor of the Month for July 2010, given by Honda Cars Makati, Inc. Makati City, October 26, 2010

Certificate of Recognition, CHAMPION 2010 HCMI Technicians' Contest Service Advisor Category, given by Honda Cars Makati, Inc. Makati City, October 2011

Certificate of Recognition, Service Advisor of 1st Quarter 2010, given by Honda Cars Makati, Inc. Makati City, April 26, 2010.

Certificate of Recognition, Service Advisor of Month for February 2010, given by Honda Cars Makati, Inc. Makati City, April 26, 2010.

Certificate of Recognition, Service Advisor of Month (1st Runner-up for January 2010), given by Honda Cars Makati, Inc. Makati City, April 26, 2010.

CERTIFICATE OF RECOGNITION, SERVICE ADVISOR OF THE YEAR 2009, given by Honda Cars Makati, Inc. Makati City, February 23, 2010.

Certificate of Recognition, Service Advisor of 4th Quarter 2009, given by Honda Cars Makati, Inc. Makati City, January 25, 2010.

Certification of Honda Qualified Service Personnel (Bronze Service Advisor), given by Honda Cars Philippines, Sta. Rosa, Laguna, December 4, 2009.

Certificate of Recognition, Service Advisor of 3rd Quarter 2009, given by Honda Cars Makati, Inc. Makati City, November 23, 2009.

Certificate of Recognition, Service Advisor of Month for November 2009, given by Honda Cars Makati, Inc. Makati City, November 23, 2009.

Certificate of Recognition, Service Advisor of Month (2nd Runner-up for October 2009), given by Honda Cars Makati, Inc. Makati City, November 23, 2009.

Certificate of Recognition, Service Advisor of Month (1st Runner-up for September 2009), given by Honda Cars Makati, Inc. Makati City, November 23, 2009.

Certificate of Recognition, Service Advisor of Month for August 2009, given by Honda Cars Makati, Inc. Makati City, November 23, 2009.

Certificate of Recognition, Service Advisor of 2nd Quarter 2009 (2nd Runner-up), given by Honda Cars Makati, Inc. Makati City, September 9, 2009.

Certificate of Recognition, Service Advisor of Month (1st Runner-up for July 2009), given by Honda Cars Makati, Inc. Makati City, September 9, 2009.

1st Runner Up, General Repair Service Advisor Category, 3rd Round 2009 Inter-branch Technician's Contest held in Honda Cars Shaw, Shaw Boulevard, Mandaluyong City, July 26, 2009.

Certificate of Recognition, Service Advisor of Month (2nd Runner-up for April 2009), given by Honda Cars Makati, Inc. Makati City, June 22, 2009.

Certification of Honda Qualified Service Personnel (Basic Noise and Vibration Diagnosis Training), given by Honda Cars Philippines, Sta. Rosa, Laguna, January 14, 2009.

2nd Runner Up, General Repair Service Advisor Category, 2008 Inter-branch Technician's Contest held in Honda Cars Alabang, Muntinlupa City, August 24, 2008.

Certificate of Recognition, Service Advisor of Month, given by Honda Cars Makati, Inc. Makati City, November 19, 2007.

Certificate of Recognition, 1st runner-up, Service Advisor of Month, given by Honda Cars Makati, Inc. Makati City, May 21, 2007

Certificate of Attendance for Battery Care and Service Seminar, given by Oriental & Motolite Marketing Corporation, Battery World Conference room, Sampaloc Manila, July

Certificate of Completion for H-SMART Basic Course, given by Honda Cars Philippines, Inc., Sta. Rosa Laguna, May 2004- completed Basic Course and Inter-personal Skills 1 modules.

Certificate of Participation for QC Formation & QC Tools Workshop, given by Honda Cars Makati Inc. Makati City, June 2003.

Certificate for Honda Qualified Service Personnel with passport # 356101772, given by Honda Cars Philippines, Inc., Sta. Rosa Laguna, November 17, 2003. - completed modules for Bronze technician (maintenance technician, knowledge and skills).

SPECIALIZED SKILLS

- Computer literate
- Auto driving w/ Professional license res. 1-2
- Knowledge in SAP R/3 and S4HANA system
- Knowledge in diagnosis and repair of automobiles especially in electronic controlled engines.
- Very familiar in automobile diagnostic equipment/tester especially Honda Diagnostic System or HDS.
- Completed Maintenance Technician (Bronze) knowledge and skill modules.
- Completed Repair Technician (Silver) knowledge and skill modules (170 modules).
- Completed Diagnostic Technician (Gold) Noise and Vibration Modules (8 modules).

PERSONAL BACKGROUND

Birth date: October 26, 1981
Birthplace: Candelaria, Quezon
Nationality: Filipino
Gender: Male
Height: 5'7"
Weight: 135 lbs.

REFERENCE

Available upon Request