

RICKSON MAGADIA

Service Advisor

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📍 Marikina City, Philippines



EXPERIENCE

2022 - Present

Marikina, Philippines

● Vespa / KIA Service Advisor

Autohub Group of Companies (ZOOMHUB INC.)

The Autohub Group is the exclusive distributor of class-leading automotive and transportation brands, such as Rolls-Royce, MINI, Lotus, Piaggio Ape, and Vespa.

- Responsible for the Vespa & KIA Service Reception Assisting Customer for Preventive Maintenance Service, and General Job Services.
- Prepare Job/Repair order slip, Parts ordering.
- Process Warranty and Insurance claim for Body and Paint repair service
- Ensures Quality service, efficient in compliance to the standard

03/2022 - 08/2022

Libis, Quezon City

● Suzuki Service Advisor

Wheeltex Motor Sales Corporation

Wheeltex Motor Sales Corporation is **one of the largest motorcycle dealership in the Philippines**. Wheeltex brands are Ducati, Harley Davidson, Honda, Kawasaki, KTM, Suzuki, Tvs and Yamaha. Wheeltex also have car dealerships namely Chevrolet and Suzuki.

- Assist Customer for repair and other services
- Handle customer claims and warranty
- Prepare Job order slip
- Monitor mechanic's labor
- Monitors secondhand motorcycle unit for repair

10/2017 - 07/2021

Marikina, Philippines

● Operations Team Leader

Quaerito Qualitas HR Solution, P4P Division

We are an HR Solutions company whose strength lies in providing innovative and cost-effective Recruitment and Human Resource solutions in the Philippines. Inspired by the Latin phrase "Quaerito Qualitas", which means, "to seek quality", we ensure only the best in both the range of solutions we offer our clients and the opportunities we provide our candidates.

- Responsible for all deployed employees of QQI / P4P.
- Proactively maintain regular engagement with key client's contacts in line with client expectations
- Ensuring delivery of client KPIs/Sales targets including day to day service levels, customer experience, quality measures and compliance measures.
- Communication and Engagement model in place to ensure all teams understand the performance of the business and also that they understand the needs of their teams.
- Responsible for employee's payroll / daily time record management

05/2015 - 06/2017

Pasig City, Philippines

● Warranty Administrator

Toyota Pasig

TOYOTA Pasig-Shaw is one of the pioneering Toyota dealerships in the Philippines with over 28 years in the automotive industry

- Evaluate customer's claims
- Handling Technical Issues & Reports
- Ensure claim legitimacy and adherence to warranty agreements and company policy
- Document and track claims through completion
- Efficiently review and process warranty claims.
- Handling all warranty requests in compliance with both company standards and legal requirements

EDUCATION

2011 - 2015

● Bachelor of Industrial Technology Major in Automotive

MARIKINA POLYTECHNIC COLLEGE

2007 - 2011

Marikina, Philippines

● Secondary

FORTUNE HIGH SCHOOL

STRENGTHS

✓ Expertise

- Computer Literate, MS offices and other Softwares.
- Get things done, Results driven, with strong project management skills and EQ to work effectively across functions
- Creativity Technical Analysis
- Quality Customer Service

INDUSTRY EXPERTISE

Automotive Service

Customer Relations

Branding / Upsell

PASSIONS

♥ Music

Listening and playing musical instruments



Basketball & Swimming

Stay calm and focus on one objective

ACHIEVEMENTS



KIA Service Advisor Program

Master Level KSAP-MST-23-A21VC-134721
Expert Level KSAP-EXT-23-A21VC-133559
Certified Level KSAP-CRT-23-A21VC-131874



TOYOTA PASIG

2016 Toyota STAR Warranty Processor of the year.
2016 Toyota STAR CLUB 5 consecutive Months Awardee



SAFETY OFFICE SO1

Basic Occupational Safety & Health (BOSH) SOI Training Course (Feb. 2020)