

## **Louie Angelo B. Cortez**

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### **CAREER OBJECTIVE:**

To learn and achieve more administrative and professional experience in a fast-paced environment that demands strong organizational, technical and interpersonal skills. To be detail-oriented, confident and be able to do multiple tasks that will contribute to the whole team for a quality management.

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### **DUTIES AND RESPONSIBILITIES:**

Responsible for the whole operation of the store such as:

1. Oversee parts & service team, auto service staff, and vehicle repair processes to deliver a positive service experience and maintain profitability.
2. Work with the service advisor to ensure proactive resolution of all customer complaints and make follow up calls, as needed.
3. Guide the management of all automotive parts & service department paperwork's, including repair orders, invoices, and maintenance records.
4. Ensure the proper care of storage and inventory of special tools.
5. Manage parts & service department to ensure customer needs are met and vehicles are fixed right the first time.
6. Makes ocular inspection of the operations of the parts & service department either direct or supervision through intermediary level of authorities.
7. Prepare monthly operational and sales reports.
8. Daily monitoring and handling of operational concerns of Part's Department and other concessioners; Fusion and SAVI.
9. Daily monitoring of inventory level.
10. Planning and creating promotional campaigns for parts on sale.
11. Establishes pricing parameters in each customer category that generate enough gross profit to procedure as satisfactory profit while maintaining customer loyalty.
12. Supervises stock order procedures.
13. Provide technical assistance to parts department employees.
14. Directs outside parts and counter sales efforts, including a telemarketing program to keep in contact with the customers.
15. Ensure that all dealership purchases are properly accounted for before payment is made.

16. Conducts meetings with staff to discuss operational needs of the department. Adjust their complaints and /or grievances if found out to be in order and/or make proper recommendation if not within his scope of authority.
17. Receives customer complaints concerning the work done on their respective units and develop and maintains good public relations with them to ensure lasting company customer relationships.
18. Escalate any parts & service issues from internal or external suppliers.
19. Check the maintenance and condition of the parts & service department premises, and equipment, ensuring that these comply with establish procedures and spending limits.
20. Ensure company HR policies are following correctly and company standards are followed in relation to control of funds, vehicle, and other company resources.
21. Performs job functions consistent with the corporate vision and mission statements and the core values of the company; ensures that subordinate employees perform their respective functions in like manner.
22. Conduct counseling's to erring subordinates on violation of company rules and regulations and recommends disciplinary action following the due process of law after consulting same with HRD.
23. Conducts performance appraisal and recommends, regularization, promotion, transfers, re-classification, and salary appraisal.
24. Determine the training requirements of subordinates and recommends their attendance to seminars and workshops in coordination with HRD.
25. To attend an annual inventory and required to do perpetual stock checks all year around as required.
26. Perform any additional tasks as and when required by the management.

**WORK EXPERIENCES:**

**Position:** Service and Parts Manager

**Company:** SFM Sales Corp. (Mitsubishi San Pablo)

**From:** January 9, 2023 – August 30, 2023

**Position:** Aftersales Manager

**Company:** Amcar Automotive Corp (Mitsubishi Sta. Rosa)

**From:** November 2, 2021 – December 16, 2022

**Position:** Parts Sales Executive

**Company:** Juma Al Majid EST. Hyundai and Kia-Dubai, UAE

**From:** March 28, 2018 – April 20, 2021

**Position:** Parts Counter Sales/Parts Salesman

**Company:** Aksatra General Trading LLC (All kind of Auto Spare Parts)-Dubai, UAE

**From:** March 20, 2017 – March 15, 2018

**Position:** OIC Parts Counter Salesman

**Company:** Broadway Motor Sales Corp. (Nissan U.N Ave. Manila)

**From:** Sept 18, 2012 – November 20, 2016

**Position:** Parts Counter Salesman

**Company:** Cats Motors (Mercedes Benz/Chrysler/Dodge)

**From:** Feb 15, 2010 – Aug 23, 2012

**Position:** Parts Counter Salesman

**Company:** Mazda Quezon Ave. (Mt. Blanc Motors)

**From:** August 05, 2008 – Feb 15, 2010

## **SKILLS/QUALIFICATIONS:**

- Strong computer skills with emphasis using Microsoft office and open source distribution.
- Good team player, either as a leader or a subordinate.
- Excellent communication and interpersonal skills.
- Detail-oriented and ability to perform multiple task and interact with multiple company functions;
- Trustworthy, confident and poised in interactions with individuals at all levels;
- Respects the confidentiality of the company and employee information.

## **EDUCATIONAL ATTAINMENT:**

**PRIMARY:** La Consolacion College  
Bacolod City  
SY: 1994 – 1999

**SECONDARY:** La Consolacion College  
Bacolod City  
SY: 1999 - 2002

**COLLEGE:** Far Eastern University  
Manila  
SY: 2002 – 2006  
**B.S Computer Science**

## **PERSONAL INFORMATION:**

Date of Birth: October 3, 1985  
Civil Status: Married  
Religion: Roman Catholic