MARK JEROME OCAMPO

Service Coordinator | AutoCAD Draftsman | Document Controller

About Me

Currently working as Service Coordinator & Document Controller in elevator & escalator industry. Experienced AutoCAD Operator with over 10 years of experience in drafting and design using CAD software. Detail oriented and able to adapt in a fast-paced environment. Seeking a challenging position to apply expertise and contribute to the growth of the organization.

Contact

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Al Mankhool, Dubai,
United Arab Emirates

Education

2003-2005

Academy for Computer Elite Studies

Diploma in Computer Systems Technology

Skills

- Excellent computer skills in Windows-based software, MS Office, Outlook and Adobe Applications.
- Proficient in AutoCAD 2D & 3D Modelling, Corel Draw and Gravograph engraving software.
- Strong communication skills, coordination, customer service and attention to details.
- Strong organizational skills and have the ability to prioritize workloads.
- Ability to work in a fast-paced environment, systematic and able to work under pressure.
- Technical support skills, phone support skills, analysis and problem solving skills.
- Data management skills, encoding, filing and archiving.
- Driving skills (Non-professional license - Philippines)

Experience

Service Coordinator | Document Controller | Encoder *2022-2024*

Arcane Elevators & Moving Systems LLC | U.A.E

- Communicate and coordinate with Engineers and Technical Team to ensure successful completion of service, schedules, projects and concerns from clients.
- Act as a primary point of contact for clients, addressing any inquiries or concerns in a timely and professional manner.
- Create and manage project documentations such as quotations, service reports, drawings, contracts, monthly schedules, monitorings, specifications and other technical documents.
- Create tender response, sending quotations to client and follow-ups for successful approval of projects.
- Monitor deadlines, daily schedules, rectifications and service maintenance to ensure smooth flow of operation at site.
- Coordinate with general manager for approval of quotations, emails, reports and requests to ensure proper and timely response to the clients.
- Organize, maintain, monitoring and ensuring all documents are up-to-date and accessible to the necessary parties.
- Maintain confidentiality and security of sensitive documents and information.
- Review documents, technical reports, materials request for managers approval and ensure details are accurate.
- Arrange meeting with clients and provide necessary documents for submission.
- Attending necessary duties and responsibilities if required to ensure quality of operations at site and within the company.

AutoCAD Operator *2021-2022*

Sankyotateyama Phils. Inc.

- Drawing creation of Aluminum doors and windows.
- Use of MONOS Software and draws based on construction drawing.
- Estimates and standardize drawing sent from Japan.
- Participates in the group activities of Design Department.
- Ensures that work assignments are submitted on time.
- Performs other functions that may be assigned from time to time.

AutoCAD Draftsman *2014-2020*

Victor Industrial & Trading LLC | U.A.E

- Ensure that customer specification converted into drawing and company policy is followed to achieve the requirements of the customer.
- Observe the company quality policy, rules & regulations for an effective realization of the objectives.
- Draw various types of electrical, fabrication sheet metal and wrought iron products in accordance with customers' specifications.
- Ensure that design output is reviewed against design input requirements.
- Maintain a file of products photograph according to the order number.
- Perform the design verification, design validation and drawing control in accordance with written procedure.
- Maintain proper documentation of records.
- Coordinate with Technical Manager and Operations Manager for an effective and systematic flow of work.
- Perform other activities as required from time to time for the accomplishment of objectives of the company.
- Works & report with the Managing Director for project issues, drawing modifications and design.

AutoCAD Operator *2010-2014*

Rizhle Construction & Development Corp.

- Prepare plans for clients using CAD drawings (Architectural, Structural, MEP)
- Prepare shop drawings, fit-out plans, cutting list and as-built plans.
- Prepare blue-prints, scaled drawings and documentations (BOQ, scope of works, Bid abstract)
- Convert raw sketches into computerized CAD drawings. Create complex drawings and layouts by using CAD.
- Ensure the designs are accurate.
- Attend site meetings and site visit.
- Coordinates with engineers, architects and project managers.

Technical Support | Office Assistant | Encoder *2007-2009*

HRD (S) Pte. Ltd. | Philippines

- Attend technical assistance to the department (software and hardware).
- Monitoring of office equipment/machine, request & control of office supplies.
- Arrange, prepare/ set-up and schedule company or department meetings.
- Design, estimate and encode pre-planned Japanese "I-CUBE" house using PS5 Software.
- Ensuring the quality of house plans and monitoring of mistakes.