

JOHN HERO D. BRUGADA

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Summary

To seek employment with a company that fosters a positive working environment and provides potentials for continuing personal and professional development in exchange for outstanding work ethic, reliability, and commitment to superior performance for the betterment of the organization.

Skills

- UKVI - IELTS passer with 6.5 overall band score
- Excellent in handling concerns and complaints with customers/residents
- Professional Driving Skills
- Ability to read and analyze Information
- Mastery in basic computer skills essential
- Ability to work well in a team
- High self-reliance and motivation
- Excellent attention to details
- Ability to work extra shifts in a fast-paced environment

Experience

July 25, 2021 - Present

DOH – Camarines Sur Treatment and Rehabilitation Center
Zone 4, Brgy. Pamukid, San Fernando, Camarines Sur
Administrative Aide VI

- Take and records vital signs, temperature and blood pressure and reporting any changes to a supervisor when assigned on periodic duty.
- Serving meals and helping feed patients/residents according to their diet plan.
- Assist patients/residents with performing basic tasks such as eating, dressing and going to the toilet when necessary.
- Performing household duties such as cleaning and changing of sheets.
- Safe transport or transfer of patients/residents.
- Perform clerical functions such as records management and proper arrangements of documents.
- Administers medication as prescribed by his/her physician.
- Clean equipment and instruments and store them properly
- Perform other related functions as may be assigned

September 2018 – July 2021

Hyundai Alabang Incorporated

Maharlika Highway, Brgy. Del Rosario, Naga City

Service Supervisor

- Supervises service technicians and service advisors in performing their daily task and responsibilities.
- Manages shop operation and work bay utilization for smooth workflow process.
- Supervises quality control inspection after undergone vehicle repair or maintenance services.
- Check and inspect new vehicle parts installation used for every unit and monitors its function and operability.
- Review technical specification and documentation for every vehicle part to determine its compatibility.
- Conducts vehicle diagnosis & prepares cost estimate for preventive maintenance & repairs.
- Handles customer complaints regarding vehicle issues.
- Operated pneumatic tools and air compressors.
- Submission of monthly performance and service manning reports.

March 2015 – September 2017

Honda Cars Camarines Sur - Pili

Maharlika Highway, Brgy. San Jose, Pili, Camarines Sur

Service Technician/Advisor

- Performs basic engine troubleshooting procedure and mechanical repair.
- Expertise in handling customer concern and complaint management.
- Check and identifies faulty mechanical / vehicle parts needed for replacement or repair.
- Prepares cost estimate for the recommendation of vehicle parts need to be replaced.
- Performs basic periodic maintenance service of any vehicle (passenger cars) and (Brake & Under chassis replacement).
- Monitors and records day to day units in operation inside the dealership.
- Prepares / Creates Technical reports for defective parts to be submitted to the manufacturer.
- Identify and evaluate defective vehicle parts covered under warranty period for pre-inspection procedure.
- Submission of monthly warranty reports and market quality feedback analysis report.
- Recording of technical data and troubleshooting procedures for vehicle repair.
- Processing of warranty claim report for the pre-evaluation and approval of the manufacturer.

EDUCATION

Bachelor of Science in Mechanical Engineering

University of Nueva Caceres

Naga City

2009-2014

CERTIFICATIONS

❖ **Best Service Advisor**

Honda Cars Philippines Inc., National Customer Service Skills Competition

2016