



INFO



Jhonrie Kevin R. Francisco



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CERTIFICATIONS

- **Kaizen Group Activity**
Toyota Problem and Solving
Approach Training Steps 0-8
Awarded: November 2017 & 2018
- **Macro Vision Consultancy**
ISO 14001:2015 Internal Audit
Training
Awarded: August 2018



RECOGNITION

Toyota Bicutan Parañaque
Outstanding Customer Service Award
Awarded: December 2018

CHARACTER REFERENCES



Prof. Menrado V. Cajayon
Chairperson in Adamson University
0917 882 0009



Allan F. Malaluan
Finance Research Analyst
FACTSET INC.
0956 602 8653



Aila Reyes
HR Recruitment
SGV & Co. / Ernst & Young
0956 988 2352



WORK EXPERIENCE

Toyota Bicutan Parañaque May 2015 – May 2019

Service Advisor

- Monitor and supervise Body and Paint workshop.
- Provide job estimates for car insurance's reference.
- Gave advises/recommendations regarding mechanical and technical problems of the vehicle.
- Customer service handling.
- Prepare service job repair order using DBM and SAP system
- Prepare service invoice and service billing using DBM and SAP system.
- Participates and promotes Kaizen activities

Customer Relations Officer (Previous Designation)

- Conducts Post Follow-up (Sales & Service)
- Gathers, analyzes and reports VOC To CRM and process owners.
- Prepares DCR using SAP C4C Program.
- Assists all customers with their inquiries & concerns.
- Monitors and maintain files for serious and legal concerns.
- Prepares Letters/Request for appeal s and subsidy on all related customer issues.
- Participates and promotes Kaizen activities

Carrier Corporation June 2014 – January 2015

Office Clerk/Operator

- Monitoring of the department's coil supply and inventory.
- Monitoring of Machine breakdown cases report.
- Machine operator.



TRAININGS ATTENDED

- Toyota Motors Philippines Customer Complaint Handling Training
July 2015 | GT Tower Makati City
- Toyota Motors Philippines Basic Automotive Training
March 2016 | Toyota Special Economic Zone Sta. Rosa Laguna
- Guthrie-Jensen Consultant Inc. Public Speaking Training
May 2016 | GT Tower Makati City
- Toyota Way Internal Employee Training
September 2018 | Toyota Bicutan Parañaque



EDUCATION

- 2010 - 2015 Adamson University
Bachelor's Degree in Business Administration
Major in Operations Management
- 2006 - 2010 Muntinlupa Business High School
Secondary Education