

Ray Nielo S. Manalo

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Address: Al Nahda, Sharjah, UAE

Visa Status: Employment Visa



OBJECTIVE:

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trust with responsibilities and challenges.

CORE QUALIFITCATIONS:

- Passionate and dedicated with work responsibilities.
- Ability to work under pressure.
- Excellent ability to prioritize effectively and attain set work objectives.
- Team player and able to work independently
- Good computer skills, especially in Microsoft office applications.
- Good attention to details.
- Eager to learn & hardworking.

WORK EXPERIENCE:

ASICO FZE - Hamriyah Freezone, Sharjah

Document Controller / Shift In Charge (July 2023 – March2025)

- Ensure that all documents are properly labeled, versioned and stored for both electronic and hard copy according to company standards.
- Review and update existing documents to ensure that all documents are complete, accurate and up to date.
- Timely coordination with customers for keeping them updated and accommodate their operational request via email and telecom.
- Coordinate Terminal operations to ensure they meet productivity targets and quality standards as per customer request.
- Manage and resolve any operational issues or conflicts that may arise prior to giving instructions to Terminal.
- Monitor cargo book stock and sending daily update to customer.
- Ensure the safekeeping, security and confidentiality of company records and information.
- Manage the processes around documentation within the operation team.

Foton Motors Philippines Inc.

Warranty Officer I (October 2021 - April 2023)

- Ensure that all relevant documents are complete / documented, and the explanations are clear to understand for internal or external Auditors.
- Provides analysis and reports to the Warranty Supervisor and highlight potential risks for the company.
- Preparation of common trouble reported parts monthly, quarterly and yearly.
- Coordinates and handles all Warranty/Goodwill claims according to the Manufactures and company guidelines and policies.
- Prepare and process warranty claims for submissions to Accounting via FOS-Foton One System within the stipulated number of submission days.
- Submit all received warranty reports from Dealer to Foton International for reimbursement of expenses.
- Monitor all rejected reports by Foton International and provide updates.
- Ensure to process all submitted warranty report to Foton International must be in approved status.
- Conduct Dealer visit for surprise warranty audit.
- Ensures compliance of the warranty approval process takes note of deviations and provides periodic reports to ensure consistency in compliance of policies on warranty approval.
- Preparation of Foton International Quality Report Information (FQRI) in order to provide additional data/reference to Foton International.

Foton Motors Philippines Inc.

Chery Auto Philippines

Warranty Processor I (October 2019- October 2021)

- In charge for all warranty concerns and claims of Foton and Chery Dealerships.
- Render decisions regarding these claims based on Foton standards and guidelines.
- Evaluate warranty claims from Dealer if valid or not. Process the warranty claims in the system from start to end process.
- Preparation of warranty claims in accordance with Foton International procedures documentation of vehicle quality improvements.
- Preparation of weekly and monthly warranty report analysis from Foton and Chery Dealership.
- Responsible for labelling warranty tagged and upkeep of warranty/goodwill parts and its disposal according to Porsche Guidelines.
- Responsible to keep the warranty storage room clean and organized and locked.
- Monitor existing TSB-Technical Service Bulletin and ensure that all included VIN on the list must be done.
- Admin work and provides office support to either an individual or team and is vital for the smooth running of process.
- Prepare exit and entry pass.

Foton Motors Philippines Inc.

Warranty Encoder (October 2018 – October 2019)

- Encode received warranty reports from Foton Dealer.
- Evaluate warranty reports from Foton Dealer.
- Acknowledge email and provide assistance and suggestion.
- Communicate with Dealer for assistance and their warranty concern.
- Prepare request to return the warranty replaced parts from Dealer for further evaluation of parts.

Foton Motors Philippines Inc.

On the Job Training (April 2018 – September 2018)

- Accumulated 960-hours as a Warranty Encoder and Technician.
- Encode received warranty reports from Foton Dealer. (Office Work)
- Prepare necessary details of TSB-Technical Service Bulletin VIN list. (Office Work)
- Perform PMS jobs and inspection of Foton units at Foton Philippines-Motorpool.
- Prepare documents and parts for monthly disposal.
- Perform admin and clerical works.

PERSONAL INFORMATION:

Date of Birth: March 03, 1997
Nationality: Filipino
Language Spoken: Filipino Tagalog, English

EDUCATIONAL BACKGROUND:

- **Tertiary**
Don Bosco Academy Pampanga TVET Center
Diploma of Automotive Servicing
2017-2018

CERTIFICATES:

TESDA Automotive Servicing

- National Certificate I
- National Certificate II
- Automotive Levelling Training
- Basic Automotive Training
- Philippines LTO Driver's License