

JOSE SAMAYOA

jsamayoaecheverria@gmail.com | (321)754-8744 | 5 Ave 16-35 zona 10 casa 12,
Guatemala, Guatemala 01010

PROFESSIONAL SUMMARY

Experienced and versatile Owner-manager offering expertise in business planning, financial administration and team leadership. Focused on increasing profits, reducing costs and maximizing team productivity. Decisive and hardworking professional with 20-years of experience in the Marine and Automotive field.

SKILLS

- Quality assurance
- Operations management
- Fluent in English and Spanish
- Written and oral communication
- HVAC experience
- Power and hand tools
- Self-motivated
- Strong mechanical skills
- Machine servicing
- Technical school training
- Safety knowledge
- Computer proficient
- Schematic diagram interpretation
- Strong mechanical aptitude
- Technical support knowledge
- Team leadership
- Project management
- Client service
- Excellent diagnostic skills
- Planning and implementation
- New employee mentoring
- Excellent communication skills
- Problem resolution
- Customer focused

WORK HISTORY

Owner manager / TECNIMARINA - Guatemala, Guatemala /
06.1998 - Current

- Meticulously tracked all parts and devices used on each service call.
- Maintained quality assurance and customer satisfaction objectives.
- Perform complex mechanical alignments and calibration of equipment to quality standards.

- Executed diagnostics, troubleshooting and evaluations on marine engines.
- Utilize control mechanisms or hands-on procedures to operate machines.
- Read manuals and manufacturer instructions to effectively install and troubleshoot devices.
- Accurately estimated time and materials costs for projects.
- Used schematic diagrams to plan work.
- Promoted shop safety by working in a safe manner.
- Employed wide variety of hand and power tools including hoists, drills, precision measuring instruments and electronic testing devices.
- Installed, aligned, and balanced new equipment.
- Maintained positive relationships with all customers.
- Provided outstanding customer service.
- Ensured proper installations through accurate reading of blueprints.
- Monitored inventory and reported items to be restocked for each job.
- Used hoists and cranes to lift work pieces to machine.
- Followed standards and procedures to maintain safe work environment.
- Provided accurate measurements and estimates for all projects.
- Accurately read, understood, and carried out written instructions.
- Performed basic machine set up.
- Accurately completed service reports and warranty forms.
- Prepared and administered preventative maintenance work orders.

General manager / AIRETEC - Guatemala, Guatemala /
02.2015 - 05.2016

- Maintained comprehensive knowledge of automotive A/C installation and repair procedures to better serve customers and meet demanding sales objectives.
- Maintained project quality with a hands-on management style.
- Set project timelines and kept teams on task to complete

milestones according to schedule.

- Negotiated and finalized contracts with new and existing customers.
- Cultivated and strengthened lasting client relationships.
- Delivered customized and effective solutions to clients that met unique demands.
- Promoted shop safety by working in a safe manner.
- Filled out detailed work orders for each job completed.
- Repaired and replaced vehicle air conditioning systems.
- Closed out all work orders after verifying completion and reporting any discrepancies.
- Kept accurate records of time and materials used for each job.
- Read blueprints, wiring diagrams, piping schemes and engineering specifications to diagnose and repair units.
- Supplied technical support to customers.
- Hired and trained staff.
- Repaired and replaced motors, bearings and belts.
- Replaced bearings, pump seals and packing.

manager / TECNIMARINA - Guatemala, Guatemala / 08.2014 - 02.2015

- Meticulously tracked all parts and devices used on each service call.
- Maintained quality assurance and customer satisfaction objectives.
- Perform complex mechanical alignments and calibration of equipment to quality standards.
- Executed diagnostics, troubleshooting and evaluations on marine engines.
- Utilize control mechanisms or hands-on procedures to operate machines.
- Read manuals and manufacturer instructions to effectively install and troubleshoot devices.
- Accurately estimated time and materials costs for projects.
- Used schematic diagrams to plan work.
- Promoted shop safety by working in a safe manner.
- Employed wide variety of hand and power tools including

hoists, drills, precision measuring instruments and electronic testing devices.

- Installed, aligned, and balanced new equipment.
- Maintained positive relationships with all customers.
- Provided outstanding customer service.
- Ensured proper installations through accurate reading of blueprints.
- Monitored inventory and reported items to be restocked for each job.
- Used hoists and cranes to lift work pieces to machine.
- Followed standards and procedures to maintain safe work environment.
- Provided accurate measurements and estimates for all projects.
- Accurately read, understood, and carried out written instructions.
- Performed basic machine set up.
- Accurately completed service reports and warranty forms.
- Prepared and administered preventative maintenance work orders.

construction machinery shop manager / TRIPIC III - Guatemala, Guatemala / 08.2012 - 08.2014

- Oversaw employee attendance record, handled payroll and ordered new materials for sites.
- Ensured projects were completed according to approved time, quality and cost estimates.
- Interviewed, hired and trained new workers.
- Supported technicians in equipment maintenance and repair.
- Monitored, coached and supervised a team of 10 employees.
- Maintained positive relationships with all customers.
- Requisitioned new supplies and equipment.
- Prepared and administered preventative maintenance work orders.
- Tracked income, labor and expenses via excel spreadsheets, and generated weekly reports.
- Performed basic machine set up.

General manager / AIRETEC

- Maintained comprehensive knowledge of automotive A/C installation and repair procedures to better serve customers and meet demanding sales objectives.
- Maintained project quality with a hands-on management style.
- Set project timelines and kept teams on task to complete milestones according to schedule.
- Negotiated and finalized contracts with new and existing customers.
- Cultivated and strengthened lasting client relationships.
- Delivered customized and effective solutions to clients that met unique demands.
- Promoted shop safety by working in a safe manner.
- Filled out detailed work orders for each job completed.
- Repaired and replaced vehicle air conditioning systems.
- Closed out all work orders after verifying completion and reporting any discrepancies.
- Kept accurate records of time and materials used for each job.
- Read blueprints, wiring diagrams, piping schemes and engineering specifications to diagnose and repair units.
- Supplied technical support to customers.
- Hired and trained staff.
- Repaired and replaced motors, bearings and belts.
- Replaced bearings, pump seals and packing.

Customer Service Representative / GENPACT - Guatemala, Guatemala

- Responded to customer concerns with friendly and knowledgeable service.
- Provided information about company products and services, and capitalized on upsell opportunities.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Recipient of multiple positive reviews acknowledging

dedication to excellent customer service.

- Greeted customers in a timely fashion, while quickly determining their needs.
- Responded to all customer inquiries thoroughly and professionally.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Educated customers about the brand to incite excitement about the company's mission and values.
- Referred unresolved customer grievances to designated departments for further investigation.
- Directed calls to appropriate individuals and departments.
- Answered customer questions about product availability and shipment times.
- Worked night and weekend shifts during holiday season.
- Answered an average of 150 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Documented all customer inquiries and comments thoroughly and quickly.
- Noted and followed up on any unusual behavior.
- Investigated all security and safety violations.

Owner manager / TECNIMARINA - Guatemala , Guatemala /
2001 - 2009

- Meticulously tracked all parts and devices used on each service call.
- Maintained quality assurance and customer satisfaction objectives.
- Perform complex mechanical alignments and calibration of equipment to quality standards.
- Executed diagnostics, troubleshooting and evaluations on marine engines.
- Utilize control mechanisms or hands-on procedures to operate machines.
- Read manuals and manufacturer instructions to effectively

install and troubleshoot devices.

- Accurately estimated time and materials costs for projects.
- Used schematic diagrams to plan work.
- Promoted shop safety by working in a safe manner.
- Employed wide variety of hand and power tools including hoists, drills, precision measuring instruments and electronic testing devices.
- Installed, aligned, and balanced new equipment.
- Maintained positive relationships with all customers.
- Provided outstanding customer service.
- Ensured proper installations through accurate reading of blueprints.
- Monitored inventory and reported items to be restocked for each job.
- Used hoists and cranes to lift work pieces to machine.
- Followed standards and procedures to maintain safe work environment.
- Provided accurate measurements and estimates for all projects.
- Accurately read, understood, and carried out written instructions.
- Performed basic machine set up.
- Accurately completed service reports and warranty forms.
- Prepared and administered preventative maintenance work orders.

Shop manager / REPRESENTACIONES MARINAS - Guatemala, Guatemala / 2000 - 2001

- Promoted shop safety by working in a safe manner.
- Consistently assumed additional responsibilities and worked extended hours to meet project deadlines.
- Provided outstanding customer service.
- Operated wide variety of equipment including power saws, sanders, grinders, cranes drill press, forklift and basic hand tools.
- Used hoists and cranes to lift work pieces to machine.
- Inspected machine parts for conformance to product specifications.
- Tracked income, labor and expenses via Excel spreadsheets,

and generated weekly reports.

- Managed team of 10 personnel focused on providing expert detailing services to Marine equipment.
- Monitored inventory and reported items to be restocked for each job.

Shop manager / AUTOMARINA - Guatemala, Guatemala / 1999 - 2000

- Promoted shop safety by working in a safe manner.
- Consistently assumed additional responsibilities and worked extended hours to meet project deadlines.
- Provided outstanding customer service.
- Operated wide variety of equipment including power saws, sanders, grinders, cranes drill press, forklift and basic hand tools.
- Used hoists and cranes to lift work pieces to machine.
- Inspected machine parts for conformance to product specifications.
- Tracked income, labor and expenses via [Software] spreadsheets, and generated weekly reports.
- Managed team of [Number] personnel focused on providing expert detailing services to [Type] customers.
- Monitored inventory and reported items to be restocked for each job.

Marina manager / AMATIQUE BAY RESORT & MARINA - Puerto Barrios, Izabal / 1998 - 1999

- Customer service in Marina Area
- Marina Inventory control
- Service and maintenance of Marina

Security manager and personnel manager / FINCA BELEN - Guatemala, Guatemala / 1995 - 1997

- Control and supervision of security personnel
- Product distribution logistics
- Pay roll management

Production manager / ARANDANOS S.A. - Guatemala, Guatemala / 1993 - 1995

- Sourced materials to keep up with production goals and meet

customer demands.

- Investigated and implement ideas for quality improvement, increased productivity and cost reduction.
- Managed product quality to guarantee compliance with quality policies, procedures and systems.
- Communicated clear expectations and goals to each team member.

EDUCATION

MARINE MECHANICS INSTITUTE - Orlando, FL / 1998

MARINE TECHNICIAN: MARINE MECHANICS

GOULD ACADEMY - Bethel, ME / 1991

High School Diploma:

ACCOMPLISHMENTS

- Won the "Customer Service Associate of the Month" Bravo Award, August 2011

CERTIFICATIONS

- 600 Marine Technician Program
- 610 Stern drive Technician Program
- 650 Marine/Stern drive/Watercraft Technician Program
- MAYDAY/Security box- completion of emergency and job safety
- 5T certificate (use of Pareto charts, Process maps, Control charts, Box Plot charts and Fish Bone analysis)