



Sherwin Penilla Gaw

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Present Address:

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City 4000, Laguna, Philippines

Basic Information

Age	Birth Date	Gender	Civil Status
41	May 26, 1983	Male	Married
Height (cm)	Weight (kg)	Nationality	Religion
170	190	Filipino	Christianity - Catholic

Work Experience

I have been working for 18.11 years

Apr 2022 - PRESENT
(2 Years, 11 Months)

Automotive Technology - Instructor 1

Laguna State Polytechnic University
Education & Training Services
San Pablo Laguna

Teaching and Curriculum Development

- Develop Lesson Plans:** Create and implement engaging lesson plans covering automotive systems, diagnostics, repair, and maintenance.
- Teach Courses:** Deliver lectures, demonstrations, and hands-on training in subjects like engine repair, brake systems, electrical systems, HVAC, and diagnostics.
- Curriculum Alignment:** Ensure courses align with industry standards, certifications (e.g., ASE), and educational guidelines.

Practical Instruction

- Hands-On Training:** Supervise students in workshops and labs, teaching them to use tools, equipment, and diagnostic machines.
- Safety Training:** Instruct students on proper safety protocols in a workshop environment to prevent accidents.
- Demonstrations:** Demonstrate repair techniques and troubleshooting methods.

Student Support

- Assess Progress:** Evaluate students' performance through exams, practical tests, and assignments.

- 2. **Mentorship:** Provide guidance to students regarding career paths, certifications, and industry best practices.
- 3. **Feedback:** Offer constructive feedback to help students improve technical and theoretical knowledge.

Industry Engagement

- 1. **Stay Updated:** Keep abreast of new technologies, tools, and techniques in the automotive field.
- 2. **Networking:** Build relationships with local dealerships, repair shops, and industry professionals to facilitate internships or job placements for students.

Administration

- 1. **Maintain Records:** Keep detailed records of student attendance, grades, and progress.
- 2. **Equipment Management:** Oversee the maintenance and inventory of tools, machines, and workshop equipment.
- 3. **Compliance:** Ensure that the program complies with institutional policies and industry regulations.

Additional Responsibilities

- 1. **Promote the Program:** Participate in open houses, career fairs, or community events to attract prospective students.
- 2. **Professional Development:** Attend training, seminars, and certifications to maintain expertise and teaching credentials.
- 3. **Collaboration:** Work with other faculty and staff to improve program offerings and share best practices.

Mar 2021 - Aug 2022
(1 Year, 6 Months)

Service Manager
Hino Laguna
Automobile / Vehicle
San Pablo Laguna

Customer Service

- Provide excellent customer service to ensure satisfaction and loyalty.
- Address customer complaints and resolve disputes promptly.
- Communicate vehicle issues, repair options, and cost estimates clearly to customers.

Team Leadership

- Supervise and manage service technicians, advisors, and support staff.
- Set performance goals and conduct performance reviews.
- Train and mentor team members to enhance skills and improve productivity.

Operational Management

- Oversee daily operations of the service department to ensure efficiency.
- Schedule and prioritize work orders to meet deadlines and customer expectations.
- Ensure compliance with safety standards and environmental regulations.
- Monitor workflow and maintain a smooth operation in the repair shop.

Financial Management

- Manage department budgets, including labor, parts, and operational expenses.
- Monitor key performance indicators (KPIs) such as revenue, productivity, and customer satisfaction.
- Increase profitability by identifying opportunities for additional sales, such as upselling maintenance services or accessories.

Inventory and Equipment Management

- Oversee the ordering, stocking, and use of parts and supplies.
- Ensure service tools and equipment are maintained and calibrated.
- Manage relationships with vendors and suppliers.

Quality Assurance

- Ensure all vehicle repairs and maintenance are completed to a high standard.
- Implement quality control measures and inspect completed work.
- Address and prevent repeat issues through thorough diagnostics and root-cause analysis.

Administrative Duties

- Maintain accurate records of work orders, parts, and repairs.
- Develop and update service department policies and procedures.
- Stay updated with industry trends, automotive technology advancements, and compliance requirements.

Sales and Marketing

- Promote service packages, maintenance plans, and dealership programs.
- Assist in creating marketing strategies to attract new customers and retain existing ones.

- Collaborate with the sales department to ensure seamless coordination of services for new vehicle sales.

Jun 2018 - Jan 2021
(2 Years, 8 Months)

Service Reception Head

Toyota Alabang - Service Center
Automobile / Vehicle
Alabang

1. Customer Service Management

- Ensure high-quality customer service at the reception area.
- Greet customers, address inquiries, and guide them through service procedures.
- Handle customer complaints and escalate issues when necessary.
- Ensure a smooth and professional customer check-in and check-out process.

2. Team Leadership & Supervision

- Supervise, train, and mentor receptionists and service advisors.
- Monitor staff performance and provide feedback for improvement.
- Allocate duties and ensure a well-organized workflow in the reception area.

3. Service Coordination

- Ensure proper scheduling of service appointments to optimize workshop efficiency.
- Coordinate with the service advisors and technicians for smooth operations.
- Maintain proper communication between customers and the service team.
- Ensure proper documentation of vehicle service history.

4. Sales & Upselling

- Promote additional services, accessories, and maintenance packages.
- Work with service advisors to upsell preventive maintenance and repairs.
- Maintain knowledge of Toyota products, services, and promotional offers.

5. Administration & Reporting

- Oversee customer database management and ensure accurate record-keeping.
- Prepare reports on customer satisfaction, service revenue, and efficiency.
- Ensure compliance with Toyota's service standards and policies.

- Monitor and manage service reception-related expenses and budgets.

6. Process Improvement & Compliance

- Implement Toyota's customer service policies and procedures.
- Ensure adherence to safety and cleanliness standards in the reception area.
- Continuously improve processes to enhance customer experience and efficiency.
- Conduct training programs for reception and service staff as needed.

7. Collaboration with Other Departments

- Work closely with the workshop team, spare parts department, and sales team.
- Assist in customer retention strategies to build long-term relationships.
- Coordinate with the marketing team for service promotions and events.

Apr 2017 - Jul 2017
(3 Months, 4 Weeks)

Technical Trainer

Hyundai Asia Resource Inc.
Automobile / Vehicle
Calamba laguna

. Training Program Development & Delivery

- Develop and conduct technical training programs for Hyundai dealership technicians, service advisors, and workshop personnel.
- Deliver in-person and virtual training sessions on vehicle diagnostics, repair techniques, and new Hyundai technologies.
- Ensure training programs align with Hyundai's global service standards and industry best practices.

2. Curriculum & Content Development

- Create training manuals, presentations, and instructional videos to educate technicians on Hyundai vehicles.
- Stay updated on the latest Hyundai vehicle models, systems, and service innovations.
- Adapt global Hyundai training materials to meet local market needs and regulations.

3. Hands-on Workshop Training

- Provide practical, hands-on training using actual Hyundai vehicles, diagnostic tools, and repair equipment.

Apr 2016 - Apr 2017
(1 Year, 4 Weeks)

Service Reception Head

Toyota San Pablo Laguna
Automobile / Vehicle
San Pablo Laguna

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Nov 2015 - Apr 2016
(5 Months, 4 Weeks)

Service Supervisor

Yamaha Motor Philippines
Automobile / Vehicle
Ortigas

1. Service Operations Management

- Supervise the daily operations of the service department, including repair, maintenance, and diagnostics.
- Ensure all vehicles are serviced efficiently, following Yamaha's standard operating procedures (SOPs).
- Monitor workshop productivity and optimize technician workloads.
- Enforce safety and cleanliness standards in the service area.

2. Customer Service & Satisfaction

- Ensure excellent customer service at the service reception and workshop.
- Address customer concerns, complaints, and inquiries professionally.
- Provide technical explanations of repairs and maintenance services to customers.
- Conduct follow-ups on service quality and customer feedback.

3. Team Leadership & Training

- Supervise and mentor service technicians, mechanics, and service advisors.
- Conduct training programs to enhance technical skills and service quality.
- Monitor staff performance and recommend improvements.

- Foster teamwork and a professional work environment.

4. Spare Parts Coordination

- Ensure the availability of essential spare parts and consumables.
- Coordinate with the Spare Parts Department to minimize service delays.
- Monitor spare parts inventory and recommend stock replenishment.

5. Service Sales & Revenue Growth

- Promote value-added services such as preventive maintenance, extended warranties, and service packages.
- Analyze service department revenue and suggest ways to increase profitability.

6. Quality Control & Compliance

- Conduct final inspections of serviced motorcycles before delivery to customers.
- Ensure adherence to Yamaha's warranty policies and service guidelines.
- Maintain accurate records of service jobs, customer history, and reports.

7. Reporting & Process Improvement

- Generate daily, weekly, and monthly reports on service performance.
- Analyze key performance indicators (KPIs) such as turnaround time, service revenue, and customer satisfaction.
- Implement process improvements to enhance efficiency and quality.

May 2015 - Aug 2015
(4 Months, 6 Hours)

Assistant Manager for Dealership Operations

Foton Motors Philippines
Automobile / Vehicle
Clark Pampanga

1. Service & After-Sales Operations

- Supervise the service department to ensure high-quality vehicle maintenance and repairs.
- Ensure service efficiency, customer satisfaction, and compliance with Foton's service standards.
- Monitor service performance, including turnaround time and revenue generation.
- Coordinate with the spare parts department to maintain inventory levels and minimize service delays.

2. Customer Relationship Management

- Ensure excellent customer service across sales, service, and parts departments.
- Address customer concerns, complaints, and feedback professionally.
- Monitor customer satisfaction scores and implement improvement initiatives.
- Build strong relationships with fleet customers and corporate clients.

3. Team Leadership & Staff Development

- Supervise dealership staff, including sales executives, service advisors, and administrative personnel.
- Provide coaching, training, and performance evaluations for employees.
- Motivate teams to achieve dealership targets and maintain high morale.
- Ensure adherence to company policies and operational guidelines.

Jun 2013 - May 2015
(1 Year, 11 Months)

Warranty Supervisor

Foton Motors Philippines
Automobile / Vehicle
Valenzuela City, Manila

1. Warranty Claims Management

- Oversee the processing of warranty claims from dealerships and service centers.
- Review and validate warranty claims to ensure accuracy and compliance with Foton’s warranty policies.
- Approve or reject warranty claims based on technical evaluations and company guidelines.
- Maintain accurate records of warranty claims, parts replacements, and labor costs.

2. Technical Analysis & Inspection

- Investigate vehicle defects and failures to determine warranty coverage eligibility.
- Work with technicians and service advisors to diagnose issues and validate claims.
- Conduct root cause analysis of recurring vehicle problems to improve product quality.
- Recommend corrective actions for common warranty-related issues.

3. Dealer & Service Center Coordination

- Provide training and guidance to dealership staff on proper warranty claim procedures.
- Assist dealerships and service centers in understanding warranty policies and claim submission processes.

- Conduct periodic audits to ensure compliance with Foton’s warranty guidelines.
- Support service teams in handling customer concerns related to warranty issues.

4. Reporting & Documentation

- Prepare detailed reports on warranty trends, claim approvals, and rejection rates.
- Track warranty expenses and recommend strategies to minimize warranty costs.
- Maintain documentation of warranty policies, updates, and service bulletins.
- Communicate warranty-related updates to dealerships and service centers.

5. Continuous Improvement & Compliance

- Ensure adherence to local regulations and Foton’s warranty standards.
- Work with the product development and quality assurance teams to identify recurring defects and suggest improvements.
- Develop strategies to enhance customer satisfaction through efficient warranty service.
- Stay updated on the latest warranty management practices and automotive technologies.

Jun 2013 - Dec 2013
(6 Months, 4 Weeks)

Part-Time Instructor in Automotive Engineering Technology

Technological University of the Philippines
Education & Training Services
Manila

1. Teaching & Curriculum Delivery

- Deliver lectures, laboratory sessions, and workshops on automotive technology, repair, diagnostics, or engineering principles.
- Develop lesson plans and instructional materials aligned with university standards and industry practices.
- Provide hands-on training on vehicle systems, maintenance procedures, and diagnostic techniques.
- Utilize modern teaching methods, including digital tools and simulation software, to enhance learning.

2. Student Engagement & Support

- Guide and mentor students in their academic and professional development.
- Assess and grade student assignments, projects, and exams.
- Provide constructive feedback to help students improve their technical skills.

- Support students in research projects, internships, and industry collaborations.

Jul 2011 - Jun 2013
(1 Year, 11 Months)

Warranty Officer

Foton Motors Philippines
Automobile / Vehicle
Clark Pampanga

1. Warranty Claims Processing

- Review and process warranty claims submitted by dealerships and service centers.
- Verify claim eligibility by checking vehicle service history, repair documentation, and warranty coverage terms.
- Approve or escalate claims based on technical evaluations and company policies.
- Maintain an accurate record of all warranty claims, including parts replaced and labor costs.

2. Technical Evaluation & Inspection

- Assess vehicle failures and defects to determine warranty coverage.
- Coordinate with service technicians to diagnose issues and validate warranty claims.
- Conduct physical inspections of vehicles when necessary to verify claims.
- Identify recurring warranty issues and report them for further investigation.

3. Dealer & Service Center Support

- Provide guidance to dealership staff on warranty claim procedures and documentation requirements.
- Assist service advisors and technicians in properly documenting repairs and justifying claims.
- Ensure dealers comply with Foton's warranty policies and service standards.
- Conduct training sessions on warranty claim submission and processing.

4. Reporting & Documentation

- Prepare reports on warranty claims, approval rates, and common defects.
- Track warranty costs and provide recommendations for cost reduction.
- Maintain up-to-date records of warranty policies, service bulletins, and technical updates.
- Communicate any warranty-related updates or policy changes to dealerships.

May 2009 - Jun 2013
(4 Years, 1 Month)

Warranty Processor & Technical Training Staff

Foton Motors Philippines

1. Warranty Claims Processing & Management

- Receive, review, and process warranty claims submitted by dealerships and service centers.
- Verify the accuracy of claims by checking repair documentation, vehicle history, and warranty coverage.
- Approve or escalate claims based on technical evaluations and Foton's warranty policies.
- Maintain an organized database of all warranty claims, including labor costs and replaced parts.
- Investigate and report recurring defects or fraudulent claims.

2. Technical Support & Inspection

- Assist service teams in diagnosing vehicle issues related to warranty claims.
- Conduct physical inspections of vehicles when necessary to verify warranty eligibility.
- Coordinate with Foton's technical team to resolve complex warranty-related issues.
- Identify common vehicle defects and recommend preventive solutions to dealerships.

3. Technical Training & Dealer Support

- Develop and deliver training programs on vehicle diagnostics, repair techniques, and warranty claim procedures.
- Train dealership service advisors, technicians, and warranty officers on proper claim documentation and submission.
- Ensure that service teams follow Foton's warranty guidelines and best practices.
- Conduct workshops and hands-on training sessions to enhance technical skills.

4. Reporting & Compliance

- Prepare reports on warranty claim trends, approval/rejection rates, and recurring vehicle issues.
- Ensure compliance with Foton's warranty policies and industry standards.
- Monitor dealership service quality and recommend improvements.
- Keep service teams updated on new technical bulletins, product recalls, and warranty policy changes.

5. Continuous Improvement & Product Quality Enhancement

- Collaborate with the product development and quality assurance teams to provide feedback on vehicle performance.
- Analyze warranty claims data to suggest improvements in vehicle design and manufacturing.
- Work with dealerships to enhance customer satisfaction through better service quality.

Educational Attainment

Jun 2015 - Jan 2025	Technological University of the Philippines Post Graduate Diploma / Master's Degree Master of Technology - with 30 units earned, on-going
Jan 2007 - Dec 2008	Technological University of the Philippines - Manila Bachelor's / College Degree Bachelor of Technical Teacher Education Major in Automotive Engineering Technology

Licenses / Certifications

Apr 05, 2024	TESDA Automotive NC 2 Electrical Repair 24043402009490
Apr 05, 2024	TESDA Automotive NC 2 Engine Repair 24043402009489
Mar 22, 2024	TESDA Trainers Methodology TMC24043401008491
Nov 17, 2023	TESDA Automotive NC 2 Chassis Repair 23043402047168
Sep 29, 2022	TESDA Automotive Servicing NC2 22045602025751
Jun 26, 2022	Professional Regulation Commission (PRC) License Holder - Professional Teacher 1944404

Trainings / Seminars

Dec 05, 2024 - Dec 06, 2024	Curriculum Review & Enrichment Workshop Laguna State Polytechnic University San Pablo Laguna
Nov 15, 2024 - Nov 15, 2024	Capability Development Laguna State Polytechnic University San Pablo Laguna

Nov 08, 2024 - Nov 08, 2024	Capability Development - Monitoring & Evaluation Laguna State Polytechnic University San Pablo Laguna
Nov 08, 2024 - Nov 08, 2024	Need Assessment/Research Based Extension Laguna State Polytechnic University San Pablo Laguna
Dec 01, 2023 - Jan 20, 2024	Resource Person - Out of School Youth/PWD and 4Ps Training Program (Automotive Technology) Laguna State Polytechnic University San Pablo Laguna
Aug 28, 2023 - Sep 23, 2023	TESDA Trainers Methodology The Big Five Training and Assessment Center Inc. San Pablo Laguna
May 31, 2023 - May 31, 2023	Welding & Cutting Simulator Training Lincoln Philippines Novaliches Quezon City, Metro Manila
Dec 15, 2022 - Dec 15, 2022	Automotive Skills Competition Laguna State Polytechnic University San Pablo Laguna
Dec 07, 2018 - Dec 07, 2018	Toyota Alabang 2019 Business Planning Toyota Alabang Inc. Muntinlupa, Metro Manila
Sep 27, 2013 - Sep 27, 2013	Foton View Traveller Technical Training Foton Philippines Inc. Valenzuela, Metro Manila
Jul 05, 2013 - Jul 05, 2013	Service operation Training Foton Philippines Inc. Valenzuela, Metro Manila
Apr 18, 2013 - Apr 18, 2013	Customer Satisfaction Training Foton Philippines Inc. Valenzuela, Metro Manila
Jul 24, 2012 - Jul 27, 2012	Warranty Administrator Cummins Technical Training Center Philippines Mapua Intramuros, Metro Manila
Jun 06, 2011 - Jun 10, 2011	Service operation Training Foton Overseas Operation Beijing, China
Jun 04, 2011 - Jun 04, 2011	Attitude & Motivation Seminar Foton Philippines Inc. Valenzuela, Metro Manila
Dec 06, 2010 - Dec 10, 2010	Vehicle Technical Maintenance Procedure Foton Philippines Inc. Valenzuela, Metro Manila

Nov 06, 2010 - Nov 06, 2010	Basic Common Rail Direct Injection (CRDI) Training Foton Philippines Inc. Valenzuela, Metro Manila
Jan 14, 2008 - May 23, 2008	TESDA Automotive Servicing NC2 Caloocan City Manpower Training Center Caloocan, Metro Manila

Skills

- 1. Proficient in MS office application (WORD, EXCEL & POWER POINT)
- 2. Knowledgeable in Automotive Dealership Aftersales Operations (Spare Parts and Service)
- 3. Skilled in performing Vehicle Periodic Maintenance Service & Driving Skilled in ISF 2.8 Cummins Engine Control Module (ECM) recalibration.
- 4. Knowledgeable in Automotive Engine Operation, Automotive Battery operation, Starter motor, Charging System, Ignition system, Emission control, Electronic Fuel Injection, Electronic Spark Advance, Gasoline & Diesel operation, Auto Air-conditioning system, Basic Electricity & Electronics. Steering, Suspension, Powertrain & Brakes
- 5. Skilled in Shielded Metal Arc Welding (SMAW) & Gas Tungsten Arc Welding (GTAW)

Languages

English