

3720 Rosemont Avenue Drexel Hill, PA 19026  
Phone: 484-995-9292  
**KEN PATRICK R. DACANAY**

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## OBJECTIVE

To obtain an experienced level position within a thriving company and expanding knowledge and skills through a productive workplace.

## EXPERIENCE

Service Advisor  
*Piazza Volkswagen of Ardmore, Ardmore, Pa*  
**2014-2018**

- Exclusive service consultant for “VW Xpress” customers. Over-saw parts availability for “VW Xpress” operations, oversaw productive workflow for “VW Xpress” technicians. Produced and reported parts and service profits for Xpress department.
- Became one of three service advisors for main shop operations. Began and maintained professional relationships with dozens of customers over four years.
- Followed through with each customer after appointments were taken and service work had been performed.
- Tracked and monitored parts availability for sold repairs.
- Met with technicians to update customer’s, maintained reasonable deadlines for customers.
- Met with over forty customers per day, met customer’s needs in a multitude of various customer service situations.
- Took 20-30 appointments per day, maintained loaner car availability, tracked parts availability for future appointments.

Service Advisor/Shop Foreman/Warranty Administrator  
*YBH Audi Sales and Service, Edgemont, Pa*  
**2007-2013**

- Assisted service clients and new car client’s with information and knowledge achieved through Audi certified classes.
- Performed and assisted with administrative duties in accounting office: assisted the departments of titles, accounts payable and accounts receivable.
- Achieved Audi Certified status for service advisor, shop foreman, and warranty administrator through a course of 4 years.

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- Followed every customer with details and quotes concerning repairs, via email, texting or telephone.
- Was exclusive service advisor to over 60 clients. Managed a wealth of clientele while performing various service advisor duties.
- Extensive knowledge of ADP, X-time and Elsaweb; trained new and old employees on newly released programs from Audi and ADP.
- Managed and edited warranty claims for both Audi and Volkswagen; assisted with understanding of debits and payments to upper management. Maintained highest capture rate for claims and approved payments.
- Extensive knowledge of closing and opening repair orders. Averaged ten to fifteen repair orders daily. Paid extensive attention to every repair in shop.
- Took twenty to thirty appointment daily via telephone and email. Managed future workflow through shop.

Cashier/Salesperson  
*J. Franklin Styer's Nursery, Concordville, Pa*  
**2006**

- Assisted customers to the highest expectations.
- Helped design and organize merchandising displays.
- Operated machinery and equipment that were vital to company flow.

Customer Service/Sales Associate  
*Bed Bath and Beyond, Wynnewood, Pa*  
**2003-2005**

- Restocked and re-merchandised all five departments.
- Directly attentive to all customer's needs.
- Re-merchandised fixtures during overnight store remodeling.
- Displayed detail-oriented abilities during inventory of company's district; was one hundred percent accurate during inventory of twelve stores.

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Annual/Perennial Manager, Customer Service Manager, Stock Room Supervisor

*Frank's Nursery and Crafts, Springfield, Pa*

**1998-2003**

- Managed the highest grossing department annually.
- Ordered and received shipments of merchandise for all departments.
- Supervised over eighty percent of staff.
- Provided customer service to the highest degree and expectations.

## EDUCATION

2004-PRESENT WEST CHESTER UNIVERSITY & DELAWARE COUNTY COMMUNITY COLLEGE

*West Chester, Pa & Media, Pa — Computer Science*

- Named on President's Honor List six consecutive semesters.
- Graduated with 3.5 GPA December 2018 – Associate's Degree in Liberal Arts
- Currently pursuing Bachelor's Degree in Computer Science at West Chester University and Delaware County Community College

2001-2002 CABRINI COLLEGE

- Granted academic scholarship.
- Art works showcased year-round in local art exhibitions.

## INTERESTS AND SKILLS

- Undergo creative endeavors concerning graphic and studio design pieces.
- Can type 75+ words per minute. Has created dozens of short stories for personal and professional use.
- Has performed and read at local poetry readings with personal pieces over the years.
- Has showcased pastel and acrylic paintings for Cabrini and Delaware County Community College.

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- Writing and composing music for personal and professional use.
- Reading and writing computer code, maintaining a high GPA, partaking in computer science classes to improve skills and knowledge.
- Is pursuing a bachelor's degree in Computer Science at West Chester University.
- Currently producing and engineering an independent music record.

#### REFERRALS

Available upon request.