



Daniel Tingcoy

Electronics and Communications Engineer

daniel.tingcoy@gmail.com ✉

09561307744 📞

Mandaluyong City 📍

linkedin.com/in/daniel-tingcoy-6a0986158 in

To work in an organization where I can apply my knowledge and skills and enhance them thru training's that would be beneficial to my personal and professional growth as well as to the organization and in the realization of its vision, mission and goals.

WORK EXPERIENCE

Retail Technology Support Specialist Chevron Holdings, Inc.

04/2020 - Present

Makati City, Metro Manila

Purpose/Tasks

- Supports and resolves stores' Point-Of-Sales (POS) issues related to hardware and software applications, assist store personnel with basic POS, printers, and pump issues.
- Tracks incidents, documents problems and solutions, and records all activity and communications.
- Guides Retailer or Retailer representative through troubleshooting processes quickly and efficiently to minimize sales disruption and to keep service station operational.
- Resolves 90% on going problems through verbal instructions on corrective action.
- Analyzes issues, establishes priorities, anticipates consequences, makes decision and takes action with fine attention to detail.
- Monitors the resolution of the problem and status of the call, escalates issues as necessary.

Technical Support Engineer 2 Emerson Electric (Asia), Ltd. (Rosemount North America, Automation Solution)

07/2014 - 01/2020

City of Quezon, Metro Manila

Technical Support Engineer with 5 years of extensive experience in providing Rosemount Instrumentation support in North America.

Purpose/Tasks

- To provide support to Inside Sales Representatives and Business administrators by managing common mailbox, preparing quotations, verifying model accuracy, entering/creating quotations and orders, sending quotations to customers, and booking orders.
- To review all commercial and technical requirements of customers, enter all information in business systems, and ensuring that all requirements are met.
- To work with necessary support groups to make sure the quote and order entry process is executed.
- To participate in process improvement projects within the business group.
- Conducting training's to new hires such as Shipset / Fulfillment Set Process, Oracle Workflow and Status and Support Group Request.
- Quality auditor of the Team for Radar Product Sizing.
- Team's Accuracy Champ that focuses on monitoring errors and providing solutions to prevent recurrence.

EDUCATION

Tertiary Don Bosco Technical College

06/2009 - 03/2014

City of Mandaluyong, Metro Manila

Course

- Bachelor of Science in Electronics and Communication Engineering (BSECE)

02 February, 2021

SKILLS

Knowledgeable in using application software such as the following: Oracle Betsy, CRM, Toolkit and Citrix.

Well-developed analytical troubleshooting skills.

Familiar with different electronic components, sensors and equipments.

Excellent interpersonal and communication skills.

Proficient in Microsoft Office applications (Word, Excel, Powerpoint).

Knowledge in process control and instrumentation.

TRAINING ACTIVITIES / PROGRAMS

Excel Training, November 2019

Practical Problem Solving Training Workshop, February 2019

Optimizing Your Time Program, June 2018

Padawan Training (Instrumentation Fundamentals; Tools Trainings - CRM, Oracle; Product Trainings; Building Model Number), July-October 2014

English Proficiency and Customer Service Program, August 2014

Campus to Corporate Workshop, August 2014

Rosemount North America - Automation Solutions

- Trade and Compliance Training
- Rosemount e-learning program (Level 100 and 200) online
- Level 200 - Hands-On Training
- Quote and Order Management Training

ACHIEVEMENTS

Think Customer Hero Awardee, September 2019

Created a presentation to help walk through the various order entry processes of a Special Customer/Account. The presentation help the Business Unit begin formulating a Robotic Process Automation (RPA) to eventually improve turn-around time on entry process.

Think Customer Hero Awardee, June 2018

Created a document that highlights the nuances with a major account for a fellow colleague during a transition of accounts.

Associate of the Quarter Q1-Q2, 2017

In recognition of their outstanding performance for having no grade lower than 3.0 in any KPI and performance metrics grade is higher than 2.0 for FY17.

Associate of the Quarter Q1-Q2, 2016

In recognition of their outstanding performance for having no grade lower than 3.0 in any KPI and performance metrics grade is higher than 2.0 for FY16.