

Postal Code:14112
Dar es Salaam, Tanzania
Contact: +255756491285
Email: paulocharlesmartin@gmail.com

CURRICULUM VITAE(CV)

PERSONAL DETAIL

FULL NAME NAME: PAULO MARTIN CHARLES
GENDER: MALE
DATE OF BIRTH: 25th February,1993
PLACE OF BIRTH: SINGIDA, TANZANIA
NATIONALITY: TANZANIAN



SUMMARY

Skilled Automotive Workshop Manager and After sales Service in planning, assigning, and directing work tasks Fleet maintenance management in Preventive, predictive Corrective maintenance. Team-oriented professional, results-oriented, and highly committed to obligation with a strong commitment to maintaining safe, clean job sites. Dedicated to quality and clear communication

CORE QUALIFICATION

1.Automotive after sales Service 2. Vehicle Diagnostics and Repair 3. Maintenance Planning 4. Fleet Management 5. Fleet Operation

LANGUAGE PROFICIENCY

Language	Speak	Read	Write
English	Good	Very Good	Very Good
Kiswahili	Very Good	Very Good	Very Good

COMPUTER PROFICIENCY

System Application and Product (SAP)-ERP System	Computer-Aided Drafting (Solid Work)
Ms Power Point	Computer Aided Drawing (CAD)
MS Office Word	Foton Distribution Management System
MS Office Excel	Max telematics and track solid (Fleet tracking system)
Windows Installation (OS) & software installation	File Maker -ERP
Telemax GPS, Tracking system	Track solid, GPS Tracking System

ACADEMIC QUALIFICATION

Education Level	Program	Institution	Year
Bachelor Degree	Automobile Engineering	National Institute of Transport (NIT)	2018
Computer Certificate	Basic Computer Application	The Open University of Tanzania	2014
Advanced Secondary	Physics, Chemistry & Mathematics (PCM)	Mwenge Secondary School	2014
Ordinary Secondary	Social Science and Art	Senge Secondary School	2011
Primary Level	Primary Education	Yalagano Primary School	2007

SEMINARS AND TRAINING

Concentration	Target	Organization	Year
FOTON TRUCKS	Maintenance and Repair of Foton Vehicle, Warranty management	ETC AGRO and Beijing Foton Group	2022
SAP Implementation	Utilization of SAP system in maintenance and Fleet Operation	CRC	2020
OSHA	Occupational Safety, Health, and Environment	OSHA/IET	2017
Road Transport Safety	Fuel Safety in Road Transportation	National Institute of Transport	2017
Fire Fighting	Fire Fighting awareness and First Aid	National Institution of Engineers (IET)	2017

WORKING EXPERIENCE

FLEET WORKSHOP CONTROLLER-12/2022 up to RUVUMA COAL LIMITED-Dar es Salaam

Duties and Responsibilities

- 1) Directing preventive, corrective, and predictive maintenance activities.
- 2) Planning and schedule Preventive Maintenance (PM) and Performing Pre-Delivery Inspection
- 3) Utilized hands-on leadership style to keep team members focused on specific jobs and working efficiently.
- 4) Supervising and assigning Technicians Task and Keeping Vehicle Maintenance Records
- 5) To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
- 6) Handling driver complaints related to technical issues
- 7) Analysis of total jobs at the workshop and allocating right jobs to right teams/bays and Providing solutions to the pending vehicle jobs and allocating them to respective teams
- 8) Coordination with spare parts team regarding spares availability and informing service advisors to provide timelines to customers
- 9) Doing repeat job analysis for where & what went wrong, giving solutions, and educating team members
- 10) To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
- 11) Handling driver complaints related to technical issues

Skills & Achievements

- a) Able to claim labour costs and replacement of parts from Foton Manufacturer company for the damages which are due Manufacturer default
- b) Able to perform Pre-Delivery Inspection and preparing technical report analysis for the reason of the damages and component failure to the management and Vehicle manufacturer
- c) Coordinating and arranging technical training concerning all Foton Vehicle models
- d) Providing Training to the customer and all necessary technical specification about Foton Trucks
- e) Coordinating Preventive and corrective maintenance for the vehicles which are under warrant and those which are not under warranty
- f) Ability to prepare maintenance warranty and Maintenance policies policies for the company

Ability to coordinate and handing over Vehicles to the customer

AUTOMOTIVE WORKSHOP MANAGER-12/2021-11/2022 at ETC AGRO TRACTORS AND IMPLEMENTS-Dar Es Salaam, Tanzania

Duties and Responsibilities

- 1) Directing preventive, corrective, and predictive maintenance activities.
- 2) Preparing Maintenance and repair budget
- 3) Planning and schedule Preventive Maintenance (PM) and Performing Pre-Delivery Inspection
- 4) Utilized hands-on leadership style to keep team members focused on specific jobs and working efficiently.
- 5) Keep an eye on the after-sales feedback and monitor customer satisfaction or complaints; record after-sales calls for thorough data analysis.
- 6) Educating the entire team on superior customer service irrespective of whether or not they are directly interacting with customers
- 7) Analysis of total jobs at the workshop and allocating right jobs to right teams/bays and Providing solutions to the pending vehicle jobs and allocating them to respective teams
- 8) Coordination with spare parts team regarding spares availability and informing service advisors to provide timelines to customers

- 9) Giving targets related to claims to warranty people and checking the status of the total claim
- 10) Doing repeat job analysis for where & what went wrong, giving solutions, and educating team members
- 11) Performing vendor negotiations for workshop specific jobs so as to ensure an increased profit margin
- 12) Providing suggestions to top management for cost-effective solutions for spares and repair
- 13) Employing QCC (Quick, Clean, and Correct) implementation which makes a good image in front of customers
- 14) Educating staff to provide a proper estimation of cost and time, for better customer relations
- 15) Maintaining complete workshop related data, KPIs, and management Information system (MIS)
- 16) Providing knowledge transfer and career counselling to team members for their better performance and career growth
- 17) To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
- 18) Handling driver complaints related to technical issues
- 19) Keeping Vehicle Maintenance Records

Skills & Achievements

- g) Able to claim labour costs and replacement of parts from Foton Manufacturer company for the damages which are due Manufacturer default
- h) Able to perform Pre-Delivery Inspection and preparing technical report analysis for the reason of the damages and component failure to the management and Vehicle manufacturer
- i) Coordinating and arranging technical training concerning all Foton Vehicle models
- j) Providing Training to the customer and all necessary technical specification about Foton Trucks
- k) Coordinating Preventive and corrective maintenance for the vehicles which are under warrant and those which are not under warranty
- l) Ability to prepare maintenance warranty and Maintenance policies policies for the company
- m) Ability to coordinate and handing over Vehicles to the customer

Fleet Assistant Workshop Manager, 07/2019-12/2021 Continental Reliable Clearing (CRC)-Dar Es Salaam, Tanzania

Duties and Responsibilities

- a) Directed preventive, corrective, and predictive maintenance activities.
- b) Planning and schedule Preventive Maintenance (PM) and Performing Pre-Delivery Inspection
- c) Preparing and implementing Standard Operating Procedure as per requirement from our Client the Comply with Petroleum Standard during Fuel Transportation
- d) Tracking Vehicle performance and driver behaving during Fleet operation by using GPS Tracking system
- e) Preparing daily, monthly, and annually maintenance and repair budget
- f) Utilized hands-on leadership style to keep team members focused on specific jobs and working efficiently.
- g) Inspect and troubleshooting vehicle's faults, Opening and closing job cards
- h) Supervising and assigning Technicians Task and Keeping Vehicle Maintenance Records
- i) To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
- j) Handling driver complaints related to technical issues
- k) Preparing daily workshop technical report and ddaily Vehicle breakdown report, Monthly Breakdown analysis handling and resolving Vehicle breakdown during fleet Operation
- l) Preparing SOPs for fleet operation and complies with our Clients during Auditing Tender
- m) Liaising between Maintenance, Operations, and other supported departments by Providing information concerning Truck and Trailer maintenance and making sure Vehicles are reliable for Fleet Operation
- n) Configuration and Use of SAP system in a daily workshop activity, Ordering Spare parts and Workshop Tools

Skills & Achievements

- a) Ability to Maintain and repair Trucks (Mercedes Benz (AXOR and ACTROS), TATA, SCANIA, RENAULTS TRUCKS, and VOLVO.
- b) Reducing breakdown during fleet operation by paying attention to detail, I have the ability to Handle Drivers and Technicians complains
- c) Able to manage maintenance and repair in the workshop
- d) Making sure all Prime movers and Trailers comply with Standard of Petroleum Company during Loading and offloading fuels
- e) Implementing Preventive Maintenance for the Trucks by Planning and Keeping Maintenance Records
- f) Able to manage and supervise the day to day Running workshop activities by coordinating, supervising repair and ongoing training for the technicians
- g) Able to maintain operation of 200 vehicles in a good condition
- h) Ability to liaise between Workshop department and Operation Team and other departments
- i) Ability to use System Application and Product (SAP) in a daily Fleeting operation and Tracking Vehicle movements
- j) Ability to manage Tire department by, preparing monthly report tire analysis, Preparing Recording keeping of movementTires, Re-tread Tires, Tire moment and Scrap Tire Analysis Book

Automobile Engineer, March 2019-June 2019 Simba Supply Chain Solutions (SSCS)-Dar Es Salaam, Tanzania

Duties and Responsibility

1. To repair and maintenance in Mercedes Benz trucks, Scania trucks, HOWO trucks, and DAF trucks
2. To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
3. To Designing and modification of automobile parts and their prime movers like trailers, Fuel Tankers
4. To handle driver complaints in and out of the workshop during fleet operation
5. To Implement and monitor a preventative maintenance program to assure cost-effective maintenance and a scheduled maintenance program to provide maintenance by manufacturers' specifications.
6. To prepare job cards, Pre-Inspection checklist, and Post Inspection checklist
7. To Update data required on maintenance management Software system and Stock Management Software
8. To Maintain a complete inventory system through recording of all expenditures and income of each vehicle, maintenance equipment, fuel, and repair parts.
9. To maintain a mechanic training and certification program to provide needed technical skills for mechanics in the repair of trucks
12. To Keep maintenance and repair records during performing preventive
13. Preparing Pre-delivery Inspection (PDIs) and performing inspecting for the new trucks and trailer before initiating fleet operation
14. Solving a daily Trucks Breakdown as minimizing Mean Waiting Time to Repair during fleet operation

Achievements and Skills

- 1) Ability to Maintain and repair Trucks (HOWO, DAF, Mercedes Benz) and able to design, modify and repair Trailers, Type of trailers I used to repair are Pulling, Semi-Trailer, and Interlink Trailer Type
- 2) Ability to Implement Preventive Maintenance (PM) for 20 new Trucks, Sino Track (HOWO) Model
- 3) Keeping maintenance and repair records
- 4) Designing, manufacturing and Maintenance of tractor implements such as Fuel Tankers and Trailers
- 5) Tires management department as a Tire and Trailer Department Lead, I was able;

Prepare and Recording keeping of Running Tires, Re-tread Tires, Tire moment, Scrap Tire Analysis book and monthly report tire analysis, maintain tire stock Inventory, Perform Wheel Alignments, Inspecting and supervising the repair of Trailers, preparing tire cost monthly report, Preparing Tire Cost Per Kilometre (CPK) per year and Tire Branding and record-keeping

- 6) Ability to Supervise Mechanic and Electricians for daily workshop activities
- 7) Ability to Handle Driver complaints about any technical problem related
- 8) Able to Monitor and manage Workshop tools, Equipment for its use, and Utilizations
- 9) Preparing Pre-Delivery Checklist Inspection during receiving new Trucks and its Trailer
- 10) Ordering a genuine spare part

Automobile Engineer, July 2018-March 2019 Simba Logistics Limited Dar Es Salaam, Tanzania

Duties and Responsibility

- a) To repair and maintenance in Mercedes Benz trucks, Scania trucks, HOWO trucks, and DAF trucks and Trailers
- b) To Maintain Health, safety, and environmental policies, procedures, and legislation and reports any issue/ incidents to the manager
- c) To Designing and modification of automobile parts and their prime movers like trailers
- d) To solve Trucks Breakdowns during fleet operation in a quick response
- e) To Implement and monitor a preventative maintenance program to assure cost-effective maintenance and a scheduled maintenance program to provide maintenance by manufacturers' specifications.
- f) To prepare job cards, Pre-Inspection checklist, and Post Inspection checklist
- g) To Update data required on maintenance management Software system and Stock Management Software

- h) To Maintain a complete inventory system through recording of all expenditures and income of each vehicle, maintenance equipment, fuel, and repair parts.
- i) To maintain a mechanic training and certification program to provide needed technical skills for mechanics in the repair of trucks
- j) To Keep maintenance and repair records during performing preventive maintenance
- k) Preparing Standard Operating Procedures (SOPs)
- l) Preparing daily Workshop maintenance and repair and breakdown report

Skills & Achievements

- a) Ability to Maintain and repair of Trucks (HOWO, DAF, Mercedes Benz) and able to design, modify and repair Trailers, (Pulling, Semi-Trailer and Interlink Trailer Type) and handling driver complains
- b) Working as a team to Design and Manufacture of Fuel Tankers
- c) Ability to Implement Preventive Maintenance (PM) for 20 new Trucks, Sino Track (HOWO) Model
- d) Keeping maintenance and repair records in Excel and Maintenance Software
- e) Designing, manufacturing, and Maintenance of tractor implements such as Fuel Tankers and Trailers
- f) Preparing and Recording keeping of Running Tires, Retreat Tires, Tire moment and Scrap Tire Analysis
- g) Perform Wheel Alignments, Inspecting and supervising the repair of Trailers
- h) Ability to Supervise Mechanic and Electricians for daily workshop activities
- i) Able to Monitor and manage Workshop tools, Equipment for its use, and Utilizations
- j) Preparing Pre-Delivery Checklist Inspection for 20 New HOWO Trucks and its Trailer
- k) Cooperating with SGS company able to analyse Engine Oil to find for quality engine oil selection and engine performance analysis
- l) Prepared all managerial report required by management

REFEREES

NAME	INSTITUTE/ORGANIZATION	DESIGNATION	CONTACT DETAIL
Msangala Kalufya	MONUSCO-United Nation (UN)	FTS-OPS	Phone No: +249927633870/+25568477744 4 Email: kalufya@un.org
Marcel Shayo	East African Crude Oil Pipeline (EACOP)	Logistics and Transport Manager	Phone No.: +25567755381 Email: Marcelshayo@yahoo.com
Sarota Kongo	SCANIA TANZANIA	Quality and Process Manager	Phone No: +255756242257 kongomzinga@gmail.com

DECLARATION

I Paulo Martin Charles declare that to the best of my knowledge and belief, this curriculum Vitae describes me, me qualification and experience correctly