

# DAVID APARECIDO ZUFFI JUNIOR

Brazilian and Italian citizenship

Address; [REDACTED]

Phone: ([REDACTED])

e-mail: davidzuffi@gmail.com

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## EDUCATIONAL BACKGROUND

**- Industrial Engineering University – São Paulo – Bachelor's Degree In Mechanical Engineering**

2002 – 2008

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## CORE COMPETENCIES

- High Diagnostic Technician for Car – Toyota Technology Center (Panama City)
- +10 years of experience with automotive industry
- +3 years of experience with oil and gas
- Specialist in customer service (fix the customer)
- Development of Technical Reports
- Manager and provider in the after-sales improvement area (Ishikawa Process)
- Great knowledge in CAD software. AutoCAD, Solid Edge, Unigraphics (UG) e Autodesk Inventor
- Great knowledge in root case identification of any car malfunction through the use of digital testing, diagnostic equipment e provide repair
- Knowledge in MTM and circle time analyses
- New products launch and development
- RFQ (request for quotation) to new purchase
- Great Knowledge in startup equipment
- Quality tools. 8D process, 5W 2H, Ishikawa and PDCA
- Six sigma projects (cost reduction and output increase)
- Development of Manufacturing Process

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## WORK EXPERIENCE

**TOYOTA TSUSHO AMERICA INC. – FLORIDA – NORTH AMERICA**

03/2020 – ACTUAL

**Position: Field Service Representative**

**Dania Beach - The U.S**

**Sector:** Automotive

**Responsibilities:** Technical support to Toyota distributors and Hino / Forklift dealers

**Business Unit:** Automotive Service

- Conduct and follow-up on daily activities in Toyota distributors and Hino / TCO dealers, take action to ensure that yearly target is met.
- Technical support to Toyota distributors and Hino / Forklift dealers
- Report problem to parent company in Japan TMC/ TTC, Hino Motors Ltd, TICO
- Provide technical assistance involving Toyota, Toyota Forklifts, Hino & TICO
- Communicate vehicle recall campaigns and ensure campaign completion in the region
- Supervises work of any apprentice technicians as assigned
- Conduct Toyota, Hino, TICO training programs (CSEA, HQS, ASEC, Kodawari, Fix it right, Toyota training program TEAM 21, Toyota service management, Warranty processing, Market research, 5 S)



- Support to TTC Subsidiaries (KPI Monthly Report, Kaizen Activity, BIT)

## **WARREN HENRY AUTO GROUP – JAGUAR AND LAND ROVER DEALERSHIP – NORTH AMERICA**

*07/2019 – 09/2019*

**Position: Automotive Specialist**

**Miami - U.S**

**Sector:** *Automotive*

**Responsibilities:** Perform complex diagnosis and auto repair

**Business Unit:** Automotive Service

- Diagnose and repairs in all areas, in addition to being specialized in particular areas of repair.
- Diagnose cause of any malfunction through the use of digital testing and
- Diagnostic equipment and performs repair
- Technical support for mechanical technicians
- Elaborate failure technical report (FTR) to the factory
- Supervises work of any apprentice technicians as assigned

## **TOYOTA OF BRAZIL – SAO PAULO – BRAZIL**

*11/2011 – 11/2017*

**Position: Mechanical Engineer**

**Sao Bernardo do Campo – Brazil**

**Responsibilities:** Managing and providing support in the after sales areas and dealership network, with direct action in solving the client's problem and fix vehicles.

**Business Unit:** Automotive Mechanical Engineer

- Management and Support After Sales Areas
- Training dealership with new technologies and Toyota Methodology
- Dealership technical support
- Development of technical Report (air bag, involuntary acceleration, etc)
- Treatment the customer complaints
- Development Genchi Genbutsu process (real location, real thing)
- Toyota Representative in court hearing

## **JOHN CRANE DIVISION OF THE SMITHS GROUP – SAO PAULO – BRAZIL**

*06/2011 – 11/2011*

**Position: Sales Engineer**

**Sao Paulo – Brazil**

**Responsibilities:** Development and dissemination of the entire portfolio of the company contributing to the increase of technical sales of the products.

**Sector:** Oil and Gas

**Business Unit:** Oil and Gas Products

- RFQ (request for quotation to company products)
- Customer Support (Petrobras, Braskem)
- Provide Technical Assistance
- Development of new business, customers and products
- Promote Customer Satisfaction

## **JOHN CRANE DIVISION OF THE SMITHS GROUP – SAO PAULO – BRAZIL**

*11/2010 – 06/2011*



**Position: Field Engineer**

**Sao Paulo – Brazil**

**Responsibilities:** Evaluation and technical support of problems and equipment failures occurred in the field, acting as the main contact from startup and after sales

**Business Unit:** Oil and Gas

- Development technical reports, transcribing "root cause" of failures and technical problems.
- Support sales and products engineers with the preparation of technical commercial proposals, studies and sketches.
- Responsible for managing the startup of company products.

## **JOHN CRANE DIVISION OF THE SMITHS GROUP – SAO PAULO – BRAZIL**

*07/2008 – 11/2010*

**Position: Application and Manufactory Engineer**

**Sao Paulo – Brazil**

**Responsibilities:** Design all company products (pump sealing system, couplings, agitators, turbines) and provide all manufacturing process and manufacturing machining.

**Business Unit:** Oil and Gas

- Research and development of mechanical parts, using a 2D and 3D CAD software (Auto Cad, Solid Edge, UG, Catia V5)
- Perform all the documentation involved in the project, adapting according to the standards, layout and language required.
- Lead Cost reduction projects
- Studies of improvement and standardization of products
- Follow-up of all the stages of the project from the manufacturing to the assembly, realizing support to the factory in possible doubts with the process of machining and assembly
- Technical support for the application of all company products to the sales department

## **INDUSTRIA DE MAQUINAS GUTMANN - SAO PAULO – BRAZIL**

*07/2007 – 07/2008*

**Position: Trainee Engineer**

**Sao Paulo – Brazil**

**Responsibilities:** Execution and follow up of new hydraulic presses and maintenance projects, besides assisting in the planning of the manufacturing process.

**Business Unit:** Heavy and Duty Machines

- Development a manufacturing plan process
- Create lead time for mechanical components
- Design plant layout
- Lead cost reduction projects

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### **EXTRACURRICULAR COURSE**

Auto Cad 2D

Faculdade de Engenharia Industrial



Unigraphics (NX)  
Solid Edge  
Hydraulic course

Siemens  
Siemens  
SENAC

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#### INTERNATIONAL EXPERIENCE

- Advanced English course at Oklahoma City Community College (Oklahoma - USA)
- High Diagnostic Technician for Car – Toyota Technology Center (Panama City)
- High Diagnostic Technician for Car – Land Rover / Jaguar / Infinity.

**Languages:** Portuguese- Native Language / English – Advanced Knowledge / Spanish - Intermediate

**Computer Skills:** Windows Office MS Project SAP

**Engineering CAD CAM:** Auto Cad, Inventor, Solid Edge, Solid works, NX Unigraphics

