**CESAR FERNANDEZ**

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**SUMMARY OF QUALIFICATIONS**

Multilingual seasoned leader 20+ years managerial and professional experience. Capable to motivate and engage multifaceted individuals and teams. Self-Starter, proactive, geocentric and possess Internal Locus of Control with excellent communication, interpersonal and relationship-building skills with demonstrated efficient team building strategies, on site and virtually.

**Fluent in English, French, Spanish, intermediate level in Portuguese.**

**CORE SKILLS**

Multisite Operations

Customer Retention

Critical Thinking

Effective Delegation

Empowering Leadership

Best Practice Benchmarking

Continuous Improvement

Customer Service Index

Analytical Problem Solving

Mentoring & Coaching

Interpersonal and Organizational Communication

Forecasting

Project Management

Quality Appraisal

**PROFESSIONAL EXPERIENCE**

**FCA Canada Inc. 2015-present**

***Field Operations Technical Advisor***

* Orchestrate, coach and motivate diverse teams across Head Office and field personnel throughout Business Centers and stakeholders.
* Research, collect and analyse complex databases for the Quality Parts Return Program to achieve optimal performance assuring accurate engineering data.
* Draft and publish effective bilingual dealer network communications system to existing capabilities to maximize Fixed Operations performance across the country.
* Adapt, update and translate training materials for field staff and stakeholders.

***Key accomplishments***

* Reduced expense by 17% while reinforcing ethical behavior, training and mentoring both corporate staff and stakeholders.
* Actualized project management methodology exceeding Senior Manager’s savings forecasts and improving overall product quality.
* Launched the communications system GaranTips in French language and prepared launch of WarranTips in English language.
* Updated the Service Administration Manual, several Virtual Classroom-Online courses, the 2015 and 2017 Warranty Administration Training Sessions.

**FCA Canada Inc. 2012-2015**

***District Service and Parts Manager***

* Managed and enhanced OEM, Magneti Marelli, Mopar accessories, tires, bulk oil, brakes, collision parts and mechanical/non mechanical service contracts programs for new and pre-Owned vehicles.
* Launched successfully the Mopar Express Lane ® (oil changes and vehicle health assessments) to also feed the main shop at the District level, providing introductory training, support Dealership personnel and marketing promotions.
* Launched successfully the Automatic Replenishment Order (ARO) in the Province of Quebec.

***Key accomplishments***

* Executed innovative incentive programs that resulted in the highest loyalty purchase levels and exceeded parts and service contracts sales objectives of 45M.
* Achieved full launch of half of the District within first 6 months and enrolled 25% more in the second semester.
* Achieved 88% ARO enrollment in the first 3 months, currently at 100% dealership network enrollment.

**FCA Canada Inc. 2010-2012**

***Network Dealership Technical Advisor***

* Assisted 480+ dealerships to troubleshoot complex technical issues in a wide variety of MYs current and prior, utilizing sophisticated diagnostic tools such as wiTECH 1 & 2 versions, StarScan and TechTools.
* Contributed to the annual savings program targets stablished by National Service and Parts Management.

***Key accomplishment***

* Completed 240+ hours of advanced technical training, including but not limited to telematics, UConnect technologies and powertrain for each of the FCA vehicle platforms.
* Increased customer satisfaction by reducing workmanship related concerns, prevented litigation and arbitration procedures.

**EDUCATION**

**Master of Business Administration; International Business** (In Progress)Wayne State U.

Detroit, Michigan

**Bachelor of Law** – Cuauhtémoc University

Santiago de Queretaro, Mexico

**Auto Mechanics**- Grupo CEDVA

Santiago de Queretaro, Mexico

**Computer Programming** –Centro de computación y programación de Mexico (CCPM)

Santiago de Queretaro - Mexico

**TECHNICAL SKILLS**

MS Office; Word, Excel, Power Point, Microsoft Access, GIMP 2.9, Lotus Notes, Outlook, Model 5 (CICS, HPIMS, GPOP, PTNO), Global Warranty Applications (GWA), Global Claim Authorization (GCS), Parts Return Analysis (PRAS), Global Recall System (GRS), OEM Parts Catalog (StarParts), Global Issue Management (GIM), wiTECH Diagnostic Tool, StarScan, TechTools, Quality Engineering Interface (RMPR), Dealer Systems Management (DMS), Automatic Replenishment Order (ARO), retail menu pricing tool (Advanced APS) and Advance dealer network strategy and performance application (POLK).

**VOLUNTEER**

Organizing food bank charities, Climb for fitness, public spaces cleanup, Christmas dinner, kids after school program, Habitat for Humanity, via FCA Canada Inc., Moisson Montreal and the United Way.