

EBONY P. BONIFACIO

Current Address : Block 212 Choa Chu Kang Central
#04-126 Singapore 680212
Mobile No. : +65-97839562
Personal E-mail : bonifacio_ebony@yahoo.com.ph



JOB EXPERIENCE

Sales Customer Service Representative
AMKOR Technology Inc., 2 Science Park Drive Singapore
August 6, 2008 – Present

SCOPE OF RESPONSIBILITY

- Analyze customer's total available market (TAM) to increase or develop new business opportunities.
- Drive the customer and factory to ensure Sales Target are achieved.
- Monitor and analyze forecast to understand impact on Sales Target.
- Optimize revenue by collecting monthly charges such as excess material, aging materials/lots, storage fees, miscellaneous fees.
- Review pricing and update the master quote.
- Respond to customer's commercial issues like pricing and validation of lot charges.
- Manage and coordinate with all AMKOR factories worldwide for alignment of customer requirements.
- Assist in attracting potential customers by providing company designated agents with all necessary information to be able to package a proposal to the targeted new customer.
- Build, maintain, and grow business of customers.

ACCOMPLISHMENTS

- Driven Microchip to be the No.1 customer in AMKOR Singapore Region in 2009.
- Championed the automation of monthly revenue forecast comparison.
- Authored a customer profile to manage and align the Sales and Factory on customer expectations for commercial and non-commercial requirements.
- Facilitated the change in the billing system to improve description and to eliminate customer concern.

**Pre-assembly Engineer, Production Planning and Control
AMKOR Technology Philippines, 119 North Science Avenue,
SEPZ Laguna Technopark, Biñan, Laguna, Philippines 4024
February 21, 2005 – January 16, 2008**

SCOPE OF RESPONSIBILITY

- Perform document review on Qualification/Engineering/Production Build and follow document review procedures/protocols interpreting customer documents and translating to ATP system for CABGA and TABGA packages.
- Analyze customer requirements against company standards and capability, highlighting any discrepancies and violations seen on customer's documents along with recommendation and getting disposition from it.
- Verify the availability of tooling and materials prior release of lots to assembly.
- Creates and updates customer profile.
- Ensure document processing cycle time requirements are met.
- Attends to customer (internal and external) inquiries and needs.
- Perform periodic audit of documents as per standard requirements.
- Ensure quality of work to the satisfaction of customers (internal & external)

ACCOMPLISHMENTS

- Facilitated the standardization of documents of Siano.
- Created detailed procedures in reviewing customer documents (Dallas, RFMD, PMC Sierra, Infineon, etc) for Pre-assembly and Customer Information Center (CIC) reference that led to the endorsement of production devices and reduction of cycle time in releasing of production lots.
- Initiated the improvement of existing checklist for engineering and production releases.
- Provided system training for newly hired pre-assembly engineers.

**Productization Apprentice, Work Appreciation Program (WAP)
Texas Instruments Philippines Inc., PEZA, Loakan Rd., Baguio City 2600
July 14, 2004 – December 23, 2004**

SCOPE OF RESPONSIBILITY

- Manufacturability Qualification and Functional Use Test Evaluation Support
 - Qualify new materials by performing failure analysis and evaluate manufacturability and functionality by comparing test results to TIPI's standards.
- Mount and Bond Diagrams Update.

SKILLS AND QUALIFICATIONS

- Familiar in using the following programs/software/application:
 - Lotus Notes, SAP, AS/400, Microsoft Office, AutoCAD, C++
- Proficient in using the following equipments and machine:
 - Surfcom, Smartscope, Dage, X-Ray, Scanning Acoustic Microscope
 - Alphasem 9002, Shinkawa SPA300 (Die Attach)
- Knowledge in failure analysis
 - Dye Penetration, Lead Fatigue Test, Warpage Test, Decapsulation

TRAININGS AND SEMINARS ATTENDED

- Customer Sensitivity, ATP, Biñan, Laguna (Jul. 31, 2007)
- Personal Effective Program – Work Attitude and Values Enhancement Seminar, ATP, Biñan, Laguna (Jun. 15, 2007)
- Collaborating Among Peers and Superiors Seminar, ATP, Biñan, Laguna (Oct. 10, 2006)
- Production Control Planning Seminar, Biñan, Laguna (Sept. 26, 2006)
- Root Cause Analysis (RCA) Training, ATP, Biñan, Laguna (Jun. 28, 2006)
- Best Known Method (BKM) Database Training, Biñan, Laguna (Sept. 13, 2005)
- Billing Procedure & Customer Quote Review, ATP, Biñan Laguna (Jun. 20, 2005)
- Wirebond Optimization Seminar, ATP, Biñan Laguna (Jun 11, 2005)
- 7QC Control Tools Seminar and Training, TIPI, Baguio City (Sept. 22, 2004)
- Failure Mode and Effect Analysis Training, TIPI, Baguio City (Sept. 17, 2004)
- TPM Overview/ 5S +1 Training, TIPI, Baguio City (Jul. 29, 2004)

EDUCATION

- Japanese Language – Elementary 1
Bunka Language School Pte. Ltd., Singapore, March 2010-Present
- Visual Basic For Excel – Basic Level
Institute of Technical Education, Singapore, April – June 2009
- Bachelor of Science in Electronics and Communications Engineering
Mapua Institute of Technology Intramuros, Manila, 1999-2004

ORGANIZATION

- Member, Institute of Electronics and Communications Engineers of the Philippines (IECEP) Mapua Chapter

HONORS RECEIVED / ACCOMPLISHMENTS

- Academic Scholar
- Dean's Awardee