

Diagnostic Workflow Assistant

Portfolio demo for Sales Engineer / Solutions Consultant roles

This demo shows how Alan C. De Guzman translates real dealership diagnostic experience into software-supported workflows for automotive SaaS, fleet, telematics, diagnostics, EV service, warranty, roadside, and service operations teams.

What The Demo Does

- Takes vehicle context, customer complaint, DTCs, scan observations, operating conditions, urgency, and service environment.
- Produces likely diagnostic paths, safety checks, next test steps, technician notes, service-advisor explanations, assumptions, objection handling, and OBD triage.
- Includes fictional sanitized MINI EV and Honda emissions cases.

Business Value

Fleet / Telematics	Turns diagnostic data into triage, downtime decisions, maintenance workflow, and clearer escalation.
Dealer / Shop SaaS	Improves technician-to-advisor handoffs, customer explanations, and documentation quality.
Roadside / Warranty	Structures incomplete information, urgency, operational handoffs, and implementation planning.

30-Second Demo Intro

"This portfolio demo shows how I think as a technician moving into Sales Engineering. A vehicle concern usually starts messy: customer complaint, DTCs, scan data, conditions, and safety constraints. The assistant turns that into a structured workflow a technician, advisor, fleet manager, or support team can act on. It is not replacing technician judgment; it is making the workflow clearer and easier to communicate."

Honest Boundaries

- The app uses fictional sanitized sample cases.
- It is a portfolio workflow demo, not a production diagnostic tool.
- Safety decisions and repairs require qualified technician validation and OEM procedures.
- Alan's strongest value is domain expertise plus software/AI workflow fluency.