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1	SHEET 01 – GENERAL ARRANGEMENT CHRISTINE MENDOZA CONSTRUCTION ROBOTICS & FIELD TECHNOLOGY CONTACTCMNDZ.AU@GMAIL.COM · 0451 275 747 LOCATIONWOOLLOONGABBA QLD 4102 STATUSOPEN TO ENTRY-LEVEL, TRAINEE & JUNIOR ROLES ISSUED2026.10.10 · REV B								1	
2	1.0 – PROFESSIONAL PROFILE Business Operations Manager at EZPZ Mowing, a Husqvarna Automower specialist in SE QLD. Takes part in site-assessment mapping and system recommendations, assists on installation day, and owns aftercare triage, repair booking, technical documentation and the business systems behind sales and operations. Ten years of technical documentation and stakeholder liaison. Studying the Diploma of Engineering — Technical at AIAS Brisbane from July 2026.		3.0 – CAREER PATH / PROGRESSION DIAGRAM SCALE NTS INSURANCE BROKING / PROPERTY RISK STAGE 01 · VISAYAN SURETY & INSURANCE CORP · 2019– (NON-PRACTISING) Assisted in the management of multi-\$1,000,000 commercial insurance portfolios: shopping centres, resorts, factories and high-rises. SOLAR / SITE EXPOSURE STAGE 02 · HALCOL ENERGY, HENDRA QLD · OCT–DEC 2025 Handled 100+ inbound client enquiries daily, with accurate hand-off between client-facing and technical teams. ROBOTIC MOWING — BUSINESS OPERATIONS MANAGER STAGE 03 · EZPZ MOWING, SE QLD · FEB 2026–PRESENT Husqvarna Automower specialist. Robotic mower installations on residential and acreage properties, including satellite-guided (EPOS) systems. ASSESSMENT MAPPING · INSTALL SUPPORT · AFTERCARE STAGE 04 · FIELD ROBOTICS · CS-01 BUSINESS SYSTEMS · DOCUMENTATION STAGE 05 · SERVICEM8 PIPELINE · PROPOSAL SYSTEM · NOTION OPS · CS-02 – CS-04 ENGINEERING / DRAFTING STUDY STAGE 06 · AIAS BRISBANE · DIP. ENG (TECHNICAL) FROM JUL 2026 · ADV. DIP. (DRAFTING) PLANNED TARGET CONSTRUCTION ROBOTICS & FIELD TECHNOLOGY				4.0 – TARGET DIRECTION CONSTRUCTION ROBOTICS & FIELD TECHNOLOGY ENTRY-LEVEL · TRAINEE · JUNIOR T1 ROBOTIC CONSTRUCTION EQUIPMENT T2 FIELD TECHNOLOGY & EQUIPMENT SUPPORT T3 MACHINE-CONTROL & POSITIONING TECH. T4 DIGITAL SITE SYSTEMS T5 TECHNICAL DOCUMENTATION & WORKFLOWS ALSO OPEN TO LEARNING OTHER CONSTRUCTION MACHINERY AND TECHNICAL EQUIPMENT. 4.1 – SOFTWARE & SYSTEMS WORK USEServiceM8 · Zoho · HubSpot · Asana · Notion · Slack · Claude · Queensland Globe OFFICEMicrosoft Office · Google Workspace (Gmail, Drive) LEARNINGAutoCAD · coursework level QUALIFICATIONS DIPLOMA OF ENGINEERING — TECHNICAL · IN PROGRESS AIAS BRISBANE · COMMENCED JUL 2026 ADV. DIP. OF ENGINEERING (DRAFTING) · PLANNED NEXT STUDY PATHWAY · EXPECTED COMPLETION 2028 BSC INDUSTRIAL ENGINEERING, UNIV. OF SAN CARLOS WHITE CARD CPCWHS1001 · CURRENT FIRST AID HLTAID011 · CURRENT		2	
3	2.0 – DETAIL CALLOUTS 01 FIELD ROBOTICS ----- SH.02 · CS-01 02 SALES PIPELINE ----- CS-02 03 PROPOSAL SYSTEM ----- CS-03 04 OPERATING SYSTEM ----- CS-04 05 TECH. COMMUNICATION ----- SH.03 06 ENGINEERING DEV. ----- SH.04								3	
4	05 DETAIL 01 EVIDENCE INDEX → CASE STUDIES CS-01 – CS-04 SEE SHEET 05								4	
5	5.0 – SECTION A-A · METHOD OF WORK CONTINUOUS CYCLE · NTS 0102030405060708 OBSERVE → UNDERSTAND → MAP → CONFIGURE → TEST → TROUBLESHOOT → DOCUMENT → IMPROVE								5	
6	PROJECT CHRISTINE MENDOZA — PROFESSIONAL CAPABILITY / FIELD TECHNOLOGY APPLICATION			SHEET TITLE GENERAL ARRANGEMENT / PROFESSIONAL PROFILE			DOC NO. CM-2026-GA-01 REVB DATE2026.10.10 SCALENTS		SHEET 01 OF 05	6
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SHEET 03 – EVIDENCE OF COMPETENCE															
CASE STUDIES CS-01 – CS-04															METHOD PROBLEM → ACTION → RESULT → EVIDENCE STATUS FULL CASE STUDIES • 4 SHEETS EACH • SHEET 05
1															1
	01 TWO-SYSTEM ROBOTIC INSTALL CS-01 • CAMP MOUNTAIN QLD • APR 2026														
2	CONTEXT	Sloping acreage: 12,199 m² mapped across six zones, with very steep sections. The all-wheel-drive model suited to the slopes is rated to 3,500 m², so one system could not cover the property.													
	ROLE	Took part in assessment mapping and the system recommendation, facilitated the sale, assisted on installation day and mapped the AWD mower. Owns invoicing, follow-up, first-line triage and repair booking. Diagnosis and repairs are carried out by the lead technician.													2
3	RESULT	Automower 580 EPOS (four larger zones, 10,072 m²) and 435X AWD (two steep zones, 2,127 m²) installed in one day. Satellite-guided, no boundary wire.													3
	EVIDENCE	MAPPED PLAN • INSTALL PHOTOS • AFTERCARE RECORD (REDACTED) • SHEET 05 • REF 05.02													
4	02 SALES PIPELINE RESTRUCTURE CS-02 • SERVICEM8														
	BEFORE	Job queues mixed customer progress with communication activity, such as a “Sent email” queue, and grouped undecided, deferred and negotiating leads together.													
	ROLE	Designed the stage architecture, entry and exit rules, follow-up cadences, legacy-queue mapping and stage templates; configured the queues and cadence automation in ServiceM8. Runs the queues daily. Workflow approved by the business owner.													
	RESULT	Major restructure implemented on 11 Feb 2026, refined since to the current 17 queues (12 sales, 3 exit, 2 customer care), each defined by entry, next action, follow-up timing and exit rules.													
	EVIDENCE	PIPELINE DIAGRAM • QUEUE MAP • LIVE STAGE TEMPLATES • SHEET 05 • REF 05.03													
5	03 AI-ASSISTED PROPOSAL SYSTEM CS-03 • CLAUDE • SERVICEM8														
	BEFORE	Recommendations were written manually in email and specifications looked up one model at a time. Recorded drafting errors, such as a 308V quoted at the 312V’s price, showed where rules were needed.													
	ROLE	Introduced the pre-consult pricing (PCP) stage and its format; set up the Claude Project and knowledge base; builds and maintains the AM Specs + Inventory sheet, the price, stock and capacity reference the system reads. Reviews every draft at three human gates and sends every email herself.													
	RESULT	In daily use for PCPs and proposals, with 13 dated rule changes, each tied to a recorded error or decision. Site assessment and final configuration stay with Christine and the technical lead. No time-saved or conversion figures are claimed.													
	EVIDENCE	PROJECT PAGE • SPECS + INVENTORY SHEET • SESSION RECORDS • SHEET 05 • REF 05.04													
6	04 BUSINESS OPERATING SYSTEM CS-04 • NOTION • SLACK														
	BEFORE	Work was assigned as one weekly message from management spanning 8+ operations areas. Progress was reported by message, and procedures had no common format.													4
	ROLE	Built the Notion task database and template, the status-to-Slack automation, a daily pre-work brief, the Executive HQ dashboard, a /task skill and a standard SOP template. Management decides items awaiting approval.													5
	RESULT	Automations live since 01 Oct 2026; 21 active SOPs in the library; Daily Operations Control in build. No baseline was recorded, so no productivity change is claimed.													
	EVIDENCE	TASK TEMPLATE • SLACK UPDATES • SOP EXTRACTS • SHEET 05 • REF 05.05													
PROJECT		SHEET TITLE						DOC NO. CM-2026-EV-03 REV B DATE 2026.10.10 SCALE NTS				SHEET 03 OF 05		6	
CHRISTINE MENDOZA – PROFESSIONAL CAPABILITY / FIELD TECHNOLOGY APPLICATION		EVIDENCE OF COMPETENCE / CASE STUDIES													
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SHEET 04 — PROPOSED DEVELOPMENT							
CURRENT → DEVELOPING → TARGET CAPABILITY							
TRANSITION DECLARED, NOT CONCEALED							
HORIZON DIP. ENG (TECHNICAL), AIAS — IN PROGRESS · ADV. DIP. (DRAFTING) PLANNED · 2028							
CURRENT CAPABILITY							
DEVELOPING							
TARGET CAPABILITY							
FIELD ROBOTICS							
Equipment setup, mapping and field support							
Robotic construction equipment							
SITE MAPPING							
Satellite positioning principles (EPOS installs)							
Machine-control & positioning technologies							
DRAFTING							
AutoCAD · Diploma of Engineering — Technical							
Technical documentation							
BUSINESS SYSTEMS							
Digital workflow design							
Digital site systems & workflows							
8.0 — CURRENT EXPERIENCE & DEVELOPMENT SCOPE							
EXISTING · HANDS-ON							
CURRENT · COURSEWORK							
PURSUING · TARGET							
Robotic mower installations, including satellite-guided EPOS systems (CS-01).							
Diploma of Engineering — Technical, AIAS Brisbane, from July 2026.							
Robotic construction equipment.							
Machine-control and positioning technologies.							
Site-assessment and work-area mapping.							
AutoCAD at coursework level.							
Digital site systems and field equipment support.							
Aftercare: first-line triage, repair booking and documentation.							
Advanced Diploma of Engineering (Drafting) planned next; pathway to 2028.							
SCOPE · NOT YET HELD: PROFESSIONAL EXPERIENCE WITH CONSTRUCTION ROBOTS, MACHINE-CONTROL SYSTEMS OR SURVEY INSTRUMENTS · A SURVEYING QUALIFICATION · PRODUCTION CAD OUTPUT. CS-01 REPAIRS WERE CARRIED OUT BY THE LEAD TECHNICIAN.							
9.0 — WHY I'M APPLYING							
My working experience is around robotic field equipment: site-assessment mapping, satellite-guided mower installations, aftercare triage and coordination, and the documentation and business systems that keep that work running.							
I began the Diploma of Engineering — Technical at AIAS Brisbane in July 2026 and hold a current White Card and First Aid certificate. I am open to entry-level, trainee and junior roles in construction robotics and field technology, and to learning other construction machinery and technical equipment.							
EVIDENCE · CS-01 — CS-04							
SHEET 03 · INDEX SHEET 05							
EVIDENCE OF COMPETENCE							
PROJECT							
CHRISTINE MENDOZA — PROFESSIONAL CAPABILITY / FIELD TECHNOLOGY APPLICATION							
SHEET TITLE							
PROPOSED DEVELOPMENT / FUTURE CAPABILITY							
DOC NO. CM-2026-PD-04							
REV B							
DATE 2026.10.10							
SCALE NTS							
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SHEET 05 – DIGITAL PORTFOLIO															
EVIDENCE INDEX / DRAWING REFERENCES															
FORMAT 4 A3 SHEETS PER CASE STUDY INDEX 01 PORTFOLIO + 04 CASE STUDIES															
10.0 – APPLICATION STACK															
01 TECHNICAL DRAWING CV															
02 COVER LETTER															
03 DIGITAL PORTFOLIO															
04 PHYSICAL DRAWING SET															
REVISION HISTORY															
B 2026.10.10 REPOSITIONED • CONSTRUCTION ROBOTICS + FIELD TECH															
A 2026.09.11 POPULATED FROM CV															
05.01 DIGITAL PORTFOLIO ALL CASE STUDIES + EVIDENCE The full evidence set behind this drawing set, organised by case study.															
05.02 CS-01 TWO-SYSTEM ROBOTIC INSTALL FIELD ROBOTICS • CAMP MOUNTAIN QLD • APR 2026 Mapped work areas, equipment allocation, installation photos and aftercare record.															
05.03 CS-02 SALES PIPELINE RESTRUCTURE SERVICEM8 17-queue pipeline, legacy-queue map and live stage templates.															
05.04 CS-03 AI-ASSISTED PROPOSAL SYSTEM CLAUDE • SERVICEM8 System architecture, human review gates, specs + inventory sheet and session records.															
05.05 CS-04 BUSINESS OPERATING SYSTEM NOTION • SLACK Task database, automations, Executive HQ and SOP library.															
05.06 CONTACT EMAIL CMNDZ.AU@GMAIL.COM PHONE 0451 275 747 LOCATION WOOLLOONGABBA QLD 4102															
PROJECT CHRISTINE MENDOZA – PROFESSIONAL CAPABILITY / FIELD TECHNOLOGY APPLICATION															
SHEET TITLE DIGITAL PORTFOLIO / EVIDENCE INDEX															
DOC NO. CM-2026-DX-05 REV B DATE 2026.10.10 SCALE NTS															
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