
RED SEALED(RSE) AUTOMOTIVE SERVICE TECHNICIAN

Diligent Red Sealed Certified Automotive Service Technician proficient in diagnosing and solving complex problems while consistently delivering excellent customer service in a pressurized and fast paced environment. Extensive hands-on experience in engine repairs and replacement. Certified in brakes, front end steering and suspension.

- Over 8 years of experience in electric systems, suspension and alignment, preventative maintenance, small engine mechanics, diagnosing and repairing a diverse range of vehicles.
- W.H.M.I.S. Training.
- Valid Class 5 BC Driver's License.
- Proficient computer skills: Microsoft Office, Pro-demand, CMMS System and All data system.
- Understanding of basic hand, power and specialty tools such as Moneris Scanner and Tech 2, WITECH 2, GDS and MDI.
- Strong written, verbal and interpersonal communications skills.
- Excellent critical thinking, problem solving and leadership skills.
- Robust analytic, research and diagnostic skills.

EDUCATION

Red Sealed Certification(RSE)- Automotive Service Technician

[Red Seal Program](#)

2019

Automotive Service Technician/ Pre-Apprentice/ Apprentice Program

[Vancouver Community College](#)

2012 - 2019

Automotive Collision Repair Program

[Vancouver Community College](#)

2011 – 2012

Motorcycle and Power Equipment Foundation Program

[British Columbia Institute of Technology](#)

2010 - 2010

GED (High School Diploma)

[M.E. Lazerte High School](#)

1999-2004

PROFESSIONAL EXPERIENCE

Certified Red Sealed Automotive Service Technician, FT

[Deuck Richmond General Motors](#)

Richmond BC.

2018-Present

Apprentice Automotive Service Technician, FT

[Langley Chrysler/ Fiat](#)

Langley BC.

2012-2018

- Provided preventative maintenance services (i.e. oil changes, flushes, fuel services, brakes and tire rotations).
- Worked with the Shop Foreman in diagnosing and verifying electrical and vehicle communication issues.
- Collaborated with the Service Advisor in order to provide excellent customer service after verifying repairs and malfunctions of vehicles.
- Utilized PBS (industry software) to verify history of vehicle problems and previous repairs as well as track and communicate with Service Advisors and clients about additional problems.
- Executed all phases of power system tear down and repair including hybrid vehicles.
- Installed timing gears and timing belts.
- Rebuilt and repaired engines.
- Utilized technical and specialized tools: scanners and diagnostic tools, pneumatic and electric and air compressors in order to assess vehicle malfunctions.
- Followed checklists to ensure that all important parts were examined.
- Received Service Technician and Unsung Hero Award from Langley Chrysler and Fiat.

Automotive Service Technician, PT

[Ed's Motors](#)

Coquitlam, B.C

2017- Present

- Diagnosed and repaired a wide range of make and model vehicles.
- Verified, diagnosed and repaired carbureted muscle and classic cars.
- Fixed or put in new belts, hoses and steering systems.
- Contributed to repeat and referral business by using strong customer service, critical thinking and problem-solving skills.
- Repaired and installed radiators and water pumps.
- Removed and replaced tires, shocks, struts and brakes.
- Ordered accurate amounts of parts and supplies in order to maintain necessary inventory.

Team Sales Lead, FT

[Payless ShoeSource](#)

Burnaby, B.C

2006-2012

- Ensured customers were satisfied with every part of the retail buying process, from initial greeting through to order completion.
- Memorized the company's product offerings; contributed to increasing sales based on targets created by Payless management.
- Recommended solutions to clients based on their needs and wants as well as their budgets.
- Trained and coached future managers and Associates based on Payless's processes and procedures.
- Key Holder: Responsible for opening, closing, scheduling, managing staff and ensuring Payless sales goals were met.

Received top Service Technician and Unsung Hero of the year award for contribution to improving service within Langley Fiat and Chrysler