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Hyundai Platinum Level Technician / Nissan Master Technician

Offering 15 Years of Mulit Car Line Experience



Qualification Highlights

Current Position includes:

As working Master Technician and Shop Foreman job entails directing a team of service technicians, ensuring that repairs in the service department are performed correctly and efficiently and that the service department maintains a high level of customer satisfaction.

Shop Foreman Duties Include:

- Conferring with customers or service advisors to obtain descriptions of vehicle problems, and to discuss work to be performed and future repair requirements.
- Examining vehicles to determine wear and extent of damage or malfunctions.
- Recruiting and hiring qualified service technicians as well as assisting technicians with their skills, providing technical support when needed and monitoring performance and productivity.
- Testing and adjusting repaired systems to meet manufacturers' performance specifications.
- Ensuring that the shop is in excellent condition in regard to cleanliness, safety, and equipment condition.
- Test-driving vehicles, and testing components and systems, using equipment, such as infrared engine analyzers, compression gauges and computerized diagnostic devices.

Master Technician Duties Include:

- Diagnose the cause of any malfunction on all automotive systems and perform the repair in accordance with manufacturer and dealership standards.
- Supervise the work of all apprentice technicians.
- Document all work performed as required by the manufacturer or insurance companies.
- Communicate with customer if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the promised time.
- Road test vehicles repaired by myself and my apprentices before and after the repair to verify the repairs corrected the customers concerns.
- Participate in manufacturer-sponsored training programs, schools, and events.
- Keep abreast of manufacturer technical bulletins and safety recalls .
- Constructively communicate with customers and other dealership personnel as necessary to satisfy customer needs.
- Provide warranty administrative assistance necessary to complete warranty repair orders.
- Comply with federal, state, and local regulations, such as hazardous waste disposal, OSHA Right-to-Know, etc.
- Communicate with parts department to obtain needed parts and notify customer or service advisor of order status.
- Examine assigned vehicle to determine if further safety or service work is required or recommended.
- Provide warranty administrative assistance

Work History

July 5th – Present	Shop Foreman / Platinum Level Technician • World Hyundai - Matteson, IL
May 2003 – June 2006	Master Nissan Technician • Napleton Nissan, Volvo, Jaguar - Schererville, IN
September 96 - May 2003	Master Nissan Technician • Orland Park Nissan/ Infiniti - Orland Park, IL
August 93 - September 96	Journeyman Technician • Thomas Nissan Pontiac & Hyundai - South Holland, IL
March 92 - August 93	Journeyman Technician • Shaver Pontiac, Mazda & Mercedes Benz-Highland, IN
August 90 - March 92	Class "A" Technician • Firestone Corporation - Lansing, IL
August 86-August 90	United States Air Force • Special Purpose Vehicle and Equipment Mechanic

Education

- Hyundai Platinum Level Technician
- ASE Certified Master Technician
- ASE L1 Advanced Engine Performance
- NISSAN Certified Master Technician
- Bachelor Degree in Automotive Technology
- USAF Special Purpose Vehicle and Equipment School
- USAF Advanced Diesel Engine Maintenance School
- Training for all certifications listed below

Software Applications:

Microsoft Word, Microsoft Excel, Publisher, Adobe Acrobat and Maintenance of all Windows Operating Systems

Hobbies & Interests: FAA Licensed Private Pilot, Instrument Rated Pilot, Aerial Photography, PADI Scuba Certified

Training Courses and Completion Dates

DFRT Nissan (OBDII Cert) Certified	08/12/2004
SCOPE Chassis Specialist Certified	11/30/2002
SCOPE Driveline Specialist Certified	08/06/2004
SCOPE Electrical Specialist Certified	07/05/2004
SCOPE Engine Specialist Certified	08/12/2004
2000 SENTRA NEW MODEL GITN2001A	04/26/2000
2001 Frontier SC Tech NM GITN9996A	01/29/2005
2002 Nissan New Model Training for Technicians GITN9998A	10/16/2001
2004 Z Roadster - Soft Top Operation Diagnosis and Repair NMTN2004ZROADTECH	05/11/2004
2005 Nissan Frontier & Xterra New Model Introduction NMTN2005FRXT-OLT	12/29/2004
2005 Nissan Pathfinder New Model NMTN2005PATH	11/09/2004
A/T Fundamentals ATTC9901A	06/03/2004
A/T Operation & Diagnosis ATTC9902A	06/03/2004
Advanced Automatic Transmission Operation and Diagnosis ATTI9913B	02/25/1994
Advanced Automatic Transmission Operation and Diagnosis ATTN9912B	02/25/1994
Advanced Electrical Systems Operation & Diagnosis ELTN9915A	06/11/2004
Automatic Transmission Diagnosis & Repair ATTN9911A	02/25/1994
Automatic Temperature Control Service HATN9914A	09/25/1998
Automatic Transmission Operation and Diagnosis ATTN9912A	02/25/1994
Automatic Transmission Unit Repair ATTI9914B	02/25/1994
Automatic Transmission Unit Repair ATTN9913B	02/25/1994
Automatic Transmission Unit Repair ATTN9913A	02/25/1994
Brake System Service BRTN9904A	01/13/1994
Brake Systems BRTN9902A	01/13/1994
CONSULT I Functions GITC9910A	05/13/2004
CONSULT II Functions GITC9911A	05/13/2004
Chassis Systems Diagnosis and Repair CHTI9901A	01/13/1994
Chassis Systems Diagnosis and Repair 2 CHTN9901A	01/13/1994
Climate Control HATI9903A	09/25/1998
Climate Control HATN9915A	09/25/1998
Climate Control Operation & Diagnosis HATN9913A	09/25/1998
Controller Area Network (CAN) Operation and Diagnosis ELTC9902A	07/05/2004
ECCS Operation and Diagnosis ECTN9917A	09/16/1998
ECCS Operation, Diagnosis and Repair ECTI9924A	09/11/2000
ECCS Operation, Diagnosis and Repair ECTN9924A	09/11/2000
ECCS Operations, Diagnosis and Repair ECTC9926A	09/11/2000
ECDR1 Engine Management Fundamentals ECTN9916A	01/21/1994
Engine Control Evaluation and Diagnosis ECTN9918A	09/16/1998
Electrical Component Diagnosis and Repair ELTI9912B	06/04/1998
Electrical Component Diagnosis and Repair ELTN9911A	06/04/1998
Electrical Component Diagnosis and Repair ELTN9911B	06/04/1998
Electrical Component Diagnosis and Repair 2 ELTN9911B	09/23/2005
Engine Mechanical Service EMTN9907A	04/09/1999
Engine Mechanical Service EMTI9902B	04/09/1999
Engine Mechanical Service EMTN9907B	04/09/1999
Enhanced OBDII System Diagnosis ECTI9922A	05/20/1998
Enhanced OBDII System Diagnosis ECTN9921A	05/20/1998
Introduction to Emission Control Systems ECTC9927A	08/12/2004
Introduction to Engine Control Systems ECTC9925A	09/11/2000
Introduction to OBDII Systems ECTC9929A	09/13/2000
Master Course for Brakes BRTN1110A	01/14/1994
Master Course for Steering and Suspension STTN1110A	01/14/1994
Manual Transmission Service MTTI9901A	09/16/1999
Manual Transmission Service MTTN9908A	09/16/1999
Manual Transmission Service	11/30/2005

Expires 12/31/2010