

First Name Last Name

Street Address City, State Zipcode | Phone | Email

OBJECTIVE: College student studying automotive technology, with customer service experience, seeking a part-time job to gain experience in industry.

SKILLS SUMMARY:

- Skilled at basic automotive maintenance and diagnostic repair
- Versed in automotive industry safety standards and emerging technologies
- Trained in diagnostic repair of internal combustion engines as well as electrical components and systems
- Universal EPA & OSHA 10 Certification
- Valid license with a clean driving record and ability to drive manual
- Own set of Snap-on tools
- Bilingual in Spanish and English, spoken and written
- Demonstrated excellence within customer service

EDUCATION:

Benjamin Franklin Institute of Technology, Boston, MA
Candidate for Automotive Technology Certificate—May 2016
GPA: 3.5 | Dean's List: Dec 2014 & May 2015

Significant Coursework Includes:

- Engine Performance
- Brake Systems
- Air Conditioning
- Electricity & Electronics
- Electrical Systems

EXPERIENCE:

Jack Young Company – Returns Department, Allston, MA
Customer Relations Representative, Jun 2014 – Feb 2015

- Checked customer returns for defective or core value parts, including calibers, starter motors, and compressors
- Prepared pallets to send back to companies with automotive parts designated as either core value or defective
- Issued credits to customer accounts for value of returned parts

Enterprise Rent-A-Car, Boston MA
Car Prep Associate, Jun 2013 – Feb 2014

- Maintained rental cars, checking fluid levels and tire pressure
- Shuttled cars to various Enterprise Rent-A-Car locations
- Transported customers to and from the branch office
- Performed miscellaneous job duties, as needed

References Available Upon Request