

William Gervasi

ASE Master Tech

Phone 812-564-1117

LinkedIn [linkedin.com/in/billqgervasi](https://www.linkedin.com/in/billqgervasi)

E-mail billqgervasi@gmail.com

Twitter twitter.com/karenhgoudreau

ASE Master Tech automotive technician with 5+ years of experience. Seeking to enhance customer experience at Ashby Honda. As lead mechanic at Abel Mulvey Honda, helped boost customer ratings 25%. Trained 5 techs and finished jobs 15% faster than the company average.

Experience

- 2016-06 - 2018-05

ASE Master Tech and Lead Mechanic
Abel Mulvey Honda
 - Lead mechanic for high-volume dealership service department.
 - Provided ongoing training for 5 automotive technicians.
 - Helped increase customer approval scores 25% in 6 months.
 - Commended 3x by management for strong work ethic.
- 2013-05 - 2016-06

Auto Mechanic
Metric Motors
 - ASE Blue Seal mechanic in busy shop.
 - Zero sick days in 3 years on the job.
 - Filled in at customer service desk approx. 3x per day.
- 2012-06 - 2013-05

Automotive Technician Experience
Various
 - Fixed cars in home shop, approx 500 appointments.
 - Refurbished 1966 Shelby 427 Cobra.
 - Volunteer automotive consultant to 20 regular clients.

Education

- 2012 - 2015

Penn Foster Auto Repair Technician Program
 - Commended by the school for dedication to the program.
 - Received scores of over 85% on all ASE Master Tech tests.
- 2008 - 2012

Adams Central High School
 - Excelled in car repair classes.
 - Assisted in full restoration of 1971 Datsun 240Z
 - Power Lifting Team member, Junior and Senior years.

Additional Activities

Volunteer 2x per month to teach at Ramps Plains Voc Tech School

President, Bass Champions fishing club. Increased membership 35%.

Avid snowmobiler.

Soft Skills

- Interpersonal Skills

Expert
- Work Ethic

Expert
- Customer Service

Expert
- Problem Solving

Advanced

Hard Skills

- JPro Diagnostic Tool Operation

Expert
- Auto Body Repair

Expert
- Diesel Engine Repair

Advanced

Certifications

- ASE Master Technician
- Honda PACT program certification