

# Ben Austin

## Automotive Technician

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Multi-talented automotive technician with 7+ years of experience in diagnosing and fixing mechanical issues. Excited to raise customer satisfaction at Reliance Auto. At Serviceshack, serviced vehicles daily, maintaining 97% work quality.

## Experience

2015-07 - 2021-01

### Automotive Technician

*Serviceshack*

#### Key Qualifications & Responsibilities

- Inspected and diagnosed vehicles ranging from small cars to heavy-duty trucks using the AutoEnginuity scanning equipment.
- Optimized 20+ pneumatic tools and air compressors.
- Diagnosed and repaired 100+ vehicle malfunctions monthly.
- Used advanced technology for foreign & domestic repairs.
- Performed routine 30k and 90k mile servicings.

#### Key Achievement:

- Maintained customer satisfaction rate of 97% via personal client face time and solution management.

2012-08 - 2015-06

### Automotive Technician

*Unison Mech*

- Used checklists to ensure proper maintenance of 130+ vehicles per month.
- Communicated with 200+ customers to grow business
- Upgraded 5+ vehicles per day by repairing, replacing, and removing old tires, shocks, and brakes.
- Maintained an organized station to meet deadlines on repair orders.

2011-07 - 2012-07

### Lube Technician

*Delta Automobile*

- Kept service items ordered and stocked with 99% accuracy.
- Performed starting & charging system tests.
- Identified and inflated 50+ tires correctly for size and ply.
- Changed oils and filters, checked tire pressure and added fluids as needed for 30+ vehicles per day.

## Education

2007 - 2011

### Associate Degree in Automotive Technology

University Of Alaska Anchorage

- Pursued a passion for foreign car repair.
- Scored top of the class in electric and hybrid classes.

## Additional Activities

### President, Lynn Business Society

- Excelled in collision repair.
- Scored high marks in brakes and drive train.

### Personal Projects

- Worked on personal repair projects helping 20+ customers.
- Rebuilt burned 1985 Bronco including wiring harness.