

William Gervasi

ASE Master Tech

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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