

TOBY YOUNG

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SUMMARY

Knowledgeable General Maintenance technician successful at generating new business through referrals from satisfied customers. Equipped with the top quality customer service skills and proper certifications necessary to provide excellent auto repair services. Employs great communication skills to relay complex problems to customers.

HIGHLIGHTS

- Great people skills
- Relates technical information easily
- Vehicle assessments
- Fluid level checks
- Brake inspection
- Familiar with engine mechanics
- Tire balance and rotate
- Alignments
- Reliable and knowledgeable
- Helpful

EXPERIENCE

03/2012 to Current

General Maintenance Technician

CA Automotive — New Cityland, CA

- Maintain necessary level of supplies in the shop.
- Interface with management and colleagues in a professional manner.
- Update vehicle records by recording and filing all service and repairs.
- Disassemble engines and repair or replace defective parts.
- Manage front counter, including answering the phone and opening and closing the shop.
- Specialize in repairing and maintaining automotive transmissions.

02/2007 to 07/2012

General Maintenance Technician

Speedy Repair Shop — New Cityland, CA

- Tested vehicles and their components and systems.
- Conducted routine and scheduled maintenance services such as oil changes, lubrications, and tune-ups.
- Communicated effectively with customers on future problems and repairs that might need attention.
- Reviewed work orders and discussed them with supervisors.
- Inflated tires on a test machine and adjusted controls to simulate road conditions.
- Removed dents, filled in cracks, and painted the car exteriors to restore appearance and condition.

08/2009 to 02/2006

General Maintenance Technician

Prime Service Auto — New Cityland, CA

- Completed routine maintenance to prevent future breakdowns.
- Upheld top-quality workmanship and excellent customer service.
- Diagnosed computer and electrical failure with appropriate testing equipment.
- Cleaned and removed grease on engines and engine compartments using specific chemicals.
- Verified vehicle serviceability by conducting test drives and adjusting controls and systems.