

# TONY DOW

## AUTOMOTIVE TECHNICIAN

E: [tdow@gmail.com](mailto:tdow@gmail.com)

M: 617.555.1212

A: 485 Mapleton Drive  
Mayfield, MA 02151

## SOFT SKILLS

Strong Verbal Communication

Active Listener

Time Management

Critical Thinking

Calm Under Pressure

Empathy

Collaborative

## SUMMARY

*Intuitive and technical ASE-Certified Master automobile technician, specializing in alternative fuel vehicles, seeking a growth position with a high-volume facility. Customer focused mechanic with demonstrated ability to grow client base with dedicated following. Attention to detail and deep understanding of parts inventory control, resulting in time and cost savings.*

## TRAINING AND EDUCATION

### Universal Technical Institute

*Domestic Automotive Certificate, 2014*

*Hybrid Alternative Fuel Maintenance Certificate, 2014*

### ASE-Certified Master Automobile Technician

*Certified 2015*

*Alternative Fuels Certification, 2015*

## CORE CAPABILITIES

- Engine diagnostics
- Engine and brake overhaul
- Service scheduling
- Customer relationships
- Team leadership
- Parts inventory control
- Preventive maintenance
- Quality assurance
- Troubleshooting
- System repairs
- Vehicle inspections
- Diagnose and repair electrical systems
- Accurate repair estimates

## WORK EXPERIENCE

### AUTOMOTIVE TECHNICIAN

*Ward's Automotive, Mayfield, MA / June 2015 – Present*

- Specialize in electronic automotive diagnostics
- Specialize in hybrid fuel automobiles, domestic and import
- Rebuild and repair engines
- Install timing belts and gears
- Develop and maintain parts inventory system, resulting in 15% cost savings year over year
- Develop deep customer relationships, growing client base through referrals by 22%