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William Gervasi

ASE Master Tech



Summary

- 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.
 - Never failed a drug test.
 - All jobs finished 15% faster than company average.
 - 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.
 - Received 22 customer emails commending positive attitude.
 - Adhered to shop policy of 100% fixed right the first time.

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.
 - Taught free class in how to change oil for local animal shelter benefit.
 - Fixed outboard motors and small engines in spare time.



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%.
- Volunteer once/month to walk dogs at local animal shelter.
- Avid snowmobiler.



Certifications

- ASE Master Technician
- Honda PACT program certification



Personal Info

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Soft Skills

Interpersonal Skills



Expert

Work Ethic



Expert

Communication



Expert

Customer Service



Expert

Problem Solving



Advanced

Physically Fit



Advanced

Hard Skills

JPro Diagnostic Tool Operation



Expert

Auto Body Repair



Expert

Electrical Systems



Expert

Diesel Engine Repair



Advanced