

Michael J. Meyer

Relocating to New Jersey

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GENERAL MOTORS CERTIFIED / ASE MASTER CERTIFIED TECHNICIAN

Offering 6 Years' Cadillac Specialization Experience

Well qualified ASE Master and General Motors (GM) Certified Technician with 6 years of experience in a fast-paced, high-volume dealership – A.S. degree in GM Automotive. Extensive Cadillac drivability, electrical, and transmissions experience. Motivated, hard working, reliable, and productive; proven ability to deliver high quality work and excellent customer satisfaction. Areas of strength include:

- Drivability / Engine Performance
- Engine Repair
- Electrical / Electronic Systems
- Automatic Transmission / Transaxle
- Manual Drive Train & Axles
- Heating / Air Conditioning
- Brake Systems
- Suspension & Steering

Qualification Highlights

- Produce an average 60 flat rate hours weekly performing GM automotive diagnostic analysis, repair, and maintenance; work as the only Cadillac, drivability, automatic transmission/transaxle, and diesel experienced technician on the dealership's GM team.
- Maintain an excellent customer satisfaction rate with virtually zero comebacks. Interface professionally and communicate easily with customers, service writers and co-workers; known for integrity and honesty in all customer dealings.
- Upsell 20+ hours of work each month; accurately assess problems and needs and provide adequate information and advice for customer decision-making.
- Trained and certified in all GM and Cadillac specific courses; maintain up-to-date, working knowledge of all new scan tools and GM computer systems, such as SI2000, Tech Link Online, and Tech II.
- Achieved ASE Master Technician certification, EPA Certified A/C Qualified Technician standing, and licensing as a Washington State Certified Inspector.
- Assist service manager and writers by locating required bulletins and warranty information and responding to customers' telephone inquiries on technical problems.

Work History

GENERAL MOTORS TECHNICIAN

Memorex Motors (Cadillac, Pontiac, Chevy, Geo, and Nissan dealer) – Seattle, WA, 1994 - 2000

AUTOMOTIVE CENTER ASSOCIATE

Sears Auto Center – Englewood, NJ, 1993 – 1995

ASSISTANT AUTOMOTIVE TECHNICIAN

Robert's Complete Auto Repair – Barrington, NJ, 1993

Education

A.S., General Motors Automotive, with Dean's List Honors

Washington Technical College – Seattle, WA – 1996

Certified in all GM / Cadillac courses, GM Training Center – Dedham, MA, 1994 – Present
Awarded "Best Student" and graduated with honors from 2-year high school auto shop program