



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

Phone

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E-mail

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LinkedIn

linkedin.com/in/billggervasi

Twitter

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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