22846 SW Forest Creek Drive unit 101, Sherwood OR 97140

(503) 707-2366

e-mail: angelic\_motorsports@yahoo.com

**Benjamin W. Heflin**

**Experience**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Fry's Electronics**

**-part time-**

Computer Components Salesman

October 2014 – 2016

Receive customer-related concerns like inquiry of product specifications, how to install, system hardware and software troubleshooting. In addition to answering inquiries reports of the said inquiry and diplomatically resolved the customers questions. I have good knowledge of computer hardware and specifications. Able to properly explain computer specifications and components to help educate and guide customers with their purchases as well as further re-asuring them of there ownership of said product.

**Royal Moore Toyota**

Line Technician/Diagnosis and Repair

October 2013 – September 2014

Diagnosed and repaired both electrical and mechanical problems, wrote repair cost estimates, and performed routine maintenance. Diagnosed and repaired electrical and electronic systems. Repairs ranged from engine computer electronic systems to audio and in-dash DVD systems involving soldering of wires, repair of connectors, and/or replacement of wiring harnesses. Completed data entry and documentation of repairs.

**Russ Beaverton Toyota**

Express Maintenance Technician

April 2013 - October 2013

Perform all factory maintenance and necessary repairs including timing belts, seals, and water pumps; data entry and documentation of all repairs. Use a variety of computer systems to aid in the diagnosis of issues. Work individually as well as in a team environment. Work with other technicians to diagnose and resolve complex repairs.

**Royal Moore Toyota**

Line Technician/Diagnosis and Repair

October 2010 – March 2013

Diagnosed and repaired both electrical and mechanical problems, wrote repair cost estimates, and performed routine maintenance. Diagnosed and repaired electrical and electronic systems. Repairs ranged from engine computer electronic systems to audio and in-dash DVD systems involving soldering of wires, repair of connectors, and/or replacement of wiring harnesses. Completed data entry and documentation of repairs.

**Russ Beaverton Toyota**

Express Maintenance Technician

September 2009 – October 2010

Performed all factory maintenances and necessary repairs including timing belts, seals, water pumps, and any other work that could be completed while a customer waited. Accurately documented all repairs and future recommendations.

**Sears Auto Center, Washington Square Road**

Front Counter Sales Representative/Service Writer

March 2009 – September 2009

Advised customers on needed repairs, answered phones, and wrote repair orders and estimates.

**Russ Beaverton Toyota**

Apprentice Technician

February 2008 – December 2008

Worked side by side with a Master Diagnostic Technician to learn and gain working automotive experience.

**Chevron**

Store Clerk

August 2007 – December 2007

Worked the closing shift; ran the cash register, pumped gas, stocked the freezer, helped customers, and performed store-closing tasks.

**Management and Training Corporation**

Custodian

October 2006 – April 2007

Performed general cleaning of offices including vacuuming, mopping of hallways, and trash removal.

**Monaco Coach Corporation**

Foreman of Dash and Side-Panel Department

July 2001 – July 2003

Operated equipment used in fiberglass fabrication to make dash panels, side coach panels, and other small related fiberglass parts. In addition to equipment operation, supervised 4 – 6 employees to complete manufacturing of parts.

**Education and Certifications**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_

**Portland Community College /** Fall 2014- 2018

**Portland State University**

Currently attending PCC and PSU with duel enrollment and Pursuing a Bachelors degree in Computer Science for

software engineering.

**National Institute for**

**Automotive Service Excellence (ASE)**

A1 Engine Repair

A4 Suspension and Steering

A5 BrakesA6 Electrical/Electronic Systems

A7 Heating & Air Conditioning

**University of Toyota**

Certified Expert Technician in Electrical/Electronic systems, Engines, and Chassis 2010

Toyota Express Maintenance June 2009

TXM Expert

**UAW-LETC Union Auto Workers -Labor Employment and Training Corporation**

Automatic Transmission/Transaxle Technician February 2008

Manual Drive Train and Axle Technician February 2008

Heating and Air Conditioning Technician November 2007

Engine Performance Technician October 2007

Suspension and Steering Technician March 2007

Brake Technician February 2007

Automotive Electrical/Electronic Systems Technician December 2006

**Angell Civilian Conservation Center**

Engine Performance/Emissions Technician September 2006

Mentor Training June 2005

Leadership School May 2005

**Skills and Interests** I

I have a passion for automotive racing sports and have actively participated in many race events throughout the years. With this I have learned that patients and dedication are what wins a race and the enjoyment comes from the journey. I have a strong will towards the sport and have dedicated an immense amount of time learning and perfecting my skills with the cars I built to the track. I have designed and fabricated the electrical systems for these cars as well as the necessary software programming . In addition to my passion of racing, I also love to take care of my horses and take great care and pride in my families horse ranch. Additionally to these skills and interest I also have a great deal of interest as well as experience with Computers. I have made many custom-built computers including high-powered gaming computers with extreme liquid cooling systems and case moding, , along with all necessary system programming.

I believe with my skills and my work experience have given me a great opportunity to be an asset to your company. I have shown through my experiences as a proven Expert level Certified Automotive Technician, that I don't just rely on experience as my reasons of stating I'm a good tech but rather the large amounts of education in which I held a 90% or above in each class to re-iterate my experience level. I have also shown that it still was not enough for me to be a good technician but rather a passionate one in which I chose to pursue the art of racing by my own small shop in which I could enjoy what my passion has to offer. My interest and skills in today's most demanding industries have given me the opportunity to become a future asset to your company and even though some of my interest are not a direct relation to your company, they have made me into the person that you can expect the same dedication.

**References** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_

**Steve Schumacher**, Beaverton Toyota Service Manager, 4300 SW Murray Blvd. Beaverton, OR 97005

phone: (503)626-7200

Email: steve.schumacher@beavertontoyota.com

**Rick Murray**, Toyota Service Manager, Royal Moore Toyota, 1415 SE River Rd. Hillsboro, OR 97123  
phone: (503) 693-7412

Email: rmurray@royalmoore.com

**Jon Pagulayan**, former co-worker, 2760 SE Danna Court, Milwaukie, OR 97267

Phone: (503) 475-4248

**Robert M. Anthony**, M.D.- Ph.D., 3905 State Street, Suite 7282, Santa Barbara, CA 93105

Direct Office Phone: (805) 692-1729

**Kevin Hill**, SR Automotive Instructor, UAW-LETC, P.O. Box 160097 Clearfield, UT 84016

phone: (801) 416-4694

**Jeff Spaid**, Automotive Instructor, UAW-LETC, P.O. Box 160097 Clearfield, UT 84016

phone: (801) 416-4694