

BRIAN HERNANDEZ

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Looking forward to finding new technical challenges or constraints to further develop my skills, network, build new relationships, and further personal growth through experiences.

EXPERIENCE

JUNE 2016 – PRESENT

VIRTUAL SERVICE TECHNICIAN, TESLA INC.

- Preordering parts before customer appointments, pushing concerns to Mobile Service, fixing vehicle issues over the air without them having to come into a service center, contacting customers when in need of more information for diagnosis or customer education.
- High voltage contactor certified along with experience using a multimeter for electrical diagnostic, heavy repairs for Models S,3 & X diagnosing High Voltage concerns & CAN communication errors.
- Maintaining contact with technicians, advisors and parts advisors to find and resolve any Virtual Service issues.
- Created a Word document that service advisors & technicians use as a quick reference guide with questions to gather more information on diagnostic concerns.
- Created an in-house Virtual Service training system complete with an email containing all necessary templates, Linux Shell commands, resource links & a window layout format required to maintain the uniform flow that we've created at Buena Park.
- Structured, trained and developed the Virtual Service Team of 11 people for the LA South Region. The busiest region in the company where we handled 6 service centers.
- Participating in bi-weekly meetings for West Coast Virtual Service teams to share department metrics, constraints, solutions, plus common new issues & repairs for Tesla's consistently changing vehicles.

SKILLS & EDUCATION

- Adapt well & welcome the change I know is constant in Tesla & in life.
- Understand how to organize & prioritize tasks in order to reach goals.
- Patient as well as thorough when training coworkers or customers in concepts & ideas.
- Encouraging others to always be pushing to learn more & build skills every day.
- Graduated from Sonora High School – Class of 2005
- Earned 6 ASE certifications, including the L1.
- Use Tesla database to look up Articles & make detailed sessions for repairs.
- Dig through vehicle system log data for alerts, signals & graphs to solve concerns.
- Use a Linux Shell to find infotainment errors.
- Fullerton College Auto Tech Certificate - Completed course requirements for the certificate including two additional classes required for the California Smog License.

PREVIOUS EXPERIENCE

SEPTEMBER 2014 – JUNE 2016

LINE TECHNICIAN, TOYOTA OF ORANGE

- Performed heavy diagnosis for customer concerns relating to any part of the vehicle, performed repairs & maintenance.
- Training soon-to-be line technicians to improve their work process for quicker repair times, encouraging them to take on new challenges as well as earning higher certifications
- Performed smog inspections

February 2013 – September 2014

LUBE TECHNICIAN, NEWPORT LEXUS

- Performed basic maintenance including fluid & filter changes, brakes, alignments, tires.
- Performed mild engine performance & electrical diagnosis.
- Main tester for piston ring misfire recalls. Also helped line techs perform engine rebuilds after testing.
- Installed Lo-Jack systems.

