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# CHRISTOPHER RUIZ

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## PROFESSIONAL SUMMARY

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5 years of experience in the automotive industry with customer service as well as automotive repair and maintenance. Obtained 6 certification in automotive repair and 2 certification in customer service through the Automotive Service Excellence program. 2 years of experience with security as well as Armed Guard Training. Full Stack Web Development through the University of Arizona Boot camp.

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## SKILLS

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|---------------------------------------|----------------------------------|
| • Automotive Customer Service Adviser | • Estimate preparation           |
| • Automotive repair                   | • Safety awareness               |
| • Calculus                            | • Vehicle alignment              |
| • Cashier                             | • Preventive maintenance         |
| • Customer service                    | • Brake systems understanding    |
| • Inventory                           | • Web development                |
| • Loss prevention                     | • JavaScript experience          |
| • Managing                            | • Loss prevention and mitigation |
| • Note taking                         | • Defensive tactics              |
| • Radio                               | • Personnel and visitor searches |
| • Sales                               | • Firearms expertise             |
| • Spanish                             |                                  |

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## WORK HISTORY

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**ASE Certified Technician**, 03/2017 to 09/2019

**BrakeMax** – Tucson, AZ

- Automotive repair and maintenance specializing in: suspension, alignments, brakes, heating and air conditioning systems
- Some experience in diagnostics of: engine performance, drive train, air conditioning and electronic systems
- Obtained tools to minimize time spent on repairs and special tools for diagnostics

- Eager to learn new systems and repair techniques to maximize productivity while bringing a positive attitude to every situation
- Assessed vehicle maintenance status and completed mileage-based services, including changing out belts, filling fluids and replacing gaskets
- Completed computer-assigned vehicle alignments

**Mechanic, 09/2014 to 03/2017**

**Goodyear – Tucson, AZ**

- Began career as a mechanic at BrakeMax
- Left to pursue more training and opportunity at Goodyear Automotive as a tire installer and general service technician
- Gathered experience with alignments, suspension systems and brakes
- Obtained more tools and certifications to continue to pursue profession as an automotive technician
- Serviced vehicles according to OEM recommended maintenance schedules for oil changes, engine tune-ups and fluid changes
- Tested newly installed equipment to determine proper functionality and compliance with regulations
- Left Goodyear to briefly work at Pep Boys as a technician for an opportunity to receive training and more certifications

**Customer Service Adviser, 11/2012 to 09/2014**

**PepBoys – Tucson, AZ**

- Aiding customers with decisions on automotive repairs and maintenance
- Provided complete estimates with options for parts and accurate labor time, as well as future repairs
- Worked with a sense of urgency to provide customers and technicians information in a timely manor while keeping a positive rapport between the two
- Obtained two certification for customer service and received a promotion to a manger position
- As a manager I hired technicians, service advisers, a commercial associates
- Directed personnel training and mentored team members to promote productivity, accuracy and commitment to friendly service
- Responded to customer needs through competent customer service and prompt problem-solving
- I closed the store managing cashier tills and safe deposits as well as security for loss prevention

**Clerk/Cashier, 06/2010 to 10/2012**

**Sprouts Farmers Market – Tucson, AZ**

- Natural Living: promote sales through out entire store for natural healthy living
- Manage inventory and placing various orders with different vendors
- Pursue education in vitamins and supplements to advise customers with various health goals

- Training in other departments: Produce, Grocery and Cashier

**Courtesy Technician**, 03/2010 to 06/2010

**Jiffy Lube** – Mesa, AZ

- Greet customer, inform customers of recommendations, and cashier
- Basic introduction to vehicle inspections and courtesy services: wash windows, check tire pressures, and vacuum interior

**Security Guard**, 03/2008 to 03/2010

**Team Security** – Tempe, AZ

- Improve the safety and well being of patrons through: bag searches, I.D
- Checks, "pat downs", and patron ejections
- Received training in: note taking, radio etiquette, surveillance, and ejections as well as Guard Card
- Secured premises and personnel by patrolling property and monitoring surveillance equipment
- Responded quickly to incidents and assessed active situations for security concerns

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## EDUCATION

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**Mesa/Pima Community College** - Tucson, AZ

Automotive classes, Engineering class, Pre- Calculus, Health Class

**High School Diploma**

**Skyline High School** - Mesa, AZ

GPA: 3.45, Spanish Classes, Auto Technician Classes, Pre- Calculus Course

**Full Stack Developer Boot Camp**: Web Development, Expected in 01/2020

**University of Arizona** - Tucson, AZ

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## ACCOMPLISHMENTS

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- A3 Manual Drive Train and Axles
- A4 Suspension and Steering
- A5 Brakes
- C1 Automobile Service Consultant
- A6 Electrical/Electronic Systems
- A7 Heating and Air Conditioning
- A8 Engine Performance
- P2 Automobile Parts Leadership

- Training in security led to training new hires on proper procedures when dealing with various patrons and situations
- Security experience gave me confidence to stand up for the law and instruct patrons to do the same
- Experience at Sprouts Farmers Market cross training led me to take initiative to open a register to help customers through the checkout process faster
- Also, taking on other roles such as placing orders and loss prevention
- Hiring and training employees in different departments at PepBoys as a manager
- Becoming a certified technician allowed me to mentor new mechanics on the proper way to inspect and repair vehicles

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## AFFILIATIONS

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- Diamondback Shooting Sports Training
- Automotive Service Excellence Certifications
- University of Arizona Boot camp

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## CERTIFICATIONS

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- Armed Security Guard
- ASE A3 Manual Drive Train and Axles Certification
- ASE A4 Suspension and Steering Certification
- ASE A5 Brakes Certification
- ASE A6 Electrical/Electronic Systems Certification
- ASE A7 Heating and Air Conditioning Certification
- ASE A8 Engine Performance Certification
- ASE C1 Automobile Service Consultant Certification
- ASE P2 Automobile Parts Certification