

# Selena Ramirez

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## PROFILE

A Service Technician with eight years of experience, specializing in automotive repair, preventative maintenance, customer service, and root cause analysis. A proven track record of conducting complex vehicle maintenance and providing best-in-class service to customers.

## PROFESSIONAL EXPERIENCE

### Service Technician

AutoZone, Florida, FL | May 2016 - Present

- Diagnose and resolve vehicle malfunctions for 10+ customers per day, including analyzing engines, brake systems, TPMS computers, transmissions, and air conditioning units
- Communicate vehicle issues and repairs to customers, educate clients on long-term maintenance requirements, and achieve a custom service rating of 95%
- Perform preventative maintenance on a wide variety of automotive vehicles, including oil changes, brake replacements, tire replacements, and transmission maintenance

### Service Technician

Mavis Tires, Florida, FL | May 2014- May 2016

- Conducted maintenance and repairs on automotive vehicles, ensured compliance with safety protocols and dealership standards, and coordinated with the inventory department to order and procure parts for complex repairs
- Performed automotive inspections and installations and utilized vehicle schematics to diagnose root causes for issues and complete repairs in a timely manner

## EDUCATION

### Associate of Applied Science (A.A.S.) Automotive Technology Service

Miami Dade College, Florida, FL  
September 2012 - May 2014

## KEY SKILLS

- Automotive Repair
- Customer Service
- Vehicle Maintenance
- Communication
- OSHA Safety