

# Ian McBrayer

704-941-8232 / [mcbrayer.ian@gmail.com](mailto:mcbrayer.ian@gmail.com) / 266 Union Street North, Concord 28025

## Objective

To find an entry level position providing continued growth in both my knowledge, and skills, pertaining to web development and the computer sciences.

## Professional Strengths

- Full-Stack Web Development
- Creative Thinking Skills
- Problem Solving Skills
- Analytical Thinking Skills

## Professional Experience

NASCAR Technical Institute / Instructor / Mooresville, NC / January 2020 – August 2020

- Instructed class of 25+ students on the topics of electrical theory and electronic technology.
- Presented daily lectures in the classroom and fostered an open dialogue to ensure comprehension of material covered.
- Led class in lab exercises daily to develop diagnostic skills applicable to all automotive electronics.
- Developed class exercises to enhance students' understanding and retention of course material.

Hendrick Volkswagen of Concord / Service Technician / Concord, NC / August 2015 – Present

- Completed diagnosis and repair of the entire line of BMW models.
- Assembled and calculated accurate quotes for customers at each service visit.

BMW Manhattan / Service Technician/Advisor / New York, NY / June 2011 – June 2015

- Communicated with customers throughout each stage of service visit. Including hand-off, diagnosis, repair, and pick-up.
- Responsible for qualifying and efficiently resolving customer issues.
- Assembled and calculated accurate quotes for customers at each service visit.
- Factory trained on both cars and motorcycles.
- Completed diagnosis and repair of the entire line of BMW models.

Performance BMW / Shop Foreman / Chapel Hill, NC / January 2007 – March 2010

- Handled customers with extreme issues throughout the entire service visit. From scheduling appointments, to detailed reports of diagnosis and repair at pick-up.
- Followed up with clients to ensure that issues were still resolved at specified times after repairs.
- Responsible for interviewing prospective technicians.
- Created methods to streamline procedures between customer/service writer/technician.
- Responsible for training technicians in all areas of necessary customer repairs.
- Provided management to a shop of 26 technicians.

Performance BMW / Service Technician / Chapel Hill, NC / December 2004 – January 2007

- Completed diagnosis and repair of the entire line of BMW models.
- Oversaw a second shift during construction of a new building. Included managing a small group of technicians, distribution and documentation of vehicles in shop, as well as management of parts department during evening hours.

## Education

Universal Technical Institute / 2002 - 2003

The Coding Boot Camp at UNC Charlotte / February 2021 - Present

# References

## Business References

Tim Pope      Education Training Manager / NASCAR Technical Institute  
704-658-1950

J.W. Whitley      General Manager / Hendrick VW of Concord  
joe.whitley@hendrickauto.com / 866-240-5579

## Character References

Bryan Delaney      bryandelaney24@gmail.com / 704-453-1083

Ben Wyke      ben.wike@costnnergroun.com / 704-699-7201