

Timothy Dahlen

Addison, IL 60101

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Accomplished Master Technician with a proven track record at running my own shop and being a part of a successful dealership. Specializing in engine overhauls and demonstrating exceptional troubleshooting skills. Leveraged expertise in computer diagnostics and bay management to enhance service quality and efficiency. Known for a dynamic approach to team leadership and a commitment to mentoring, significantly boosting team performance and customer satisfaction.

Skills

- Engine overhauls
- System repairs
- Bay management
- Road testing
- Troubleshooting skills
- Welding and fabrication
- Inspecting vehicles
- Computer diagnostics
- Drivability issues
- Drivetrain and axle installation
- Electrical experience

Work History

Master Technician

Schaumburg Buick GMC, Schaumburg, IL

May 2023 - February 2025

- Performed safety and emissions inspections.
- Performed diagnostic and troubleshooting procedures to find and identify root causes of mechanical issues.
- Analyzed and located malfunctions in brakes, motors, switches, and control systems.
- Completed customer orders and warranty services according to manufacturer specifications.
- Changed, rotated, and balanced tires on different types of vehicles.
- Used specialized tools to detect leaks in gas and refrigerant systems.
- Tested newly installed equipment to determine proper functionality and compliance with regulations.
- Completed full vehicle inspections to check for leaks, damage, or other issues of concern.
- Inspected and tested vehicles and completed preventive maintenance such as engine tune-ups, oil changes, tire rotations, wheel balancing, and filter replacement.
- Replaced damaged, missing, or defective parts with new and refurbished components.
- Maintained accurate records of time and materials required to perform repairs and service.
- Troubleshoot and diagnosed faults with vehicle systems and components using OEM-specific code readers, diagnostic trees, and online knowledge bases.
- Serviced vehicles according to OEM recommended maintenance schedules for oil changes, engine tune-ups and fluid changes.
- Trained and coached junior employees on procedures for completing various types of repairs and maintenance on cars and light trucks.

Owner

Stone Park Auto Repair, Stone Park, IL

August 2018 - December 2022

- Consulted with customers to assess needs and propose optimal solutions.
- Managed day-to-day business operations.
- Enhanced operational efficiency and productivity by managing budgets, accounts, and costs.
- Trained and motivated employees to perform daily business functions.
- Established foundational processes for business operations.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Assisted in recruiting, hiring and training of team members.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Trained and guided team members to maintain high productivity and performance metrics.
- Interacted well with customers to build connections and nurture relationships.
- Recruited, hired, and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.

Master Technician

Motor Werks Cadillac Of Barrington, Barrington, IL

August 2017 - May 2018

- Performed safety and emissions inspections.
- Performed diagnostic and troubleshooting procedures to find and identify root causes of mechanical issues.
- Analyzed and located malfunctions in brakes, motors, switches, and control systems.
- Completed customer orders and warranty services according to manufacturer specifications.
- Changed, rotated, and balanced tires on different types of vehicles.
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- Serviced vehicles according to OEM recommended maintenance schedules for oil changes, engine tune-ups and fluid changes.
- Trained and coached junior employees on procedures for completing various types of repairs and maintenance on cars and light trucks.
- Kept equipment in good working order by following operating instructions, troubleshooting breakdowns, and maintaining supplies.
- Investigated customer complaints to identify cause of malfunctions.
- Inspected damaged vehicles to estimate repair labor cost and required parts expense..

Master Technician and Shop Foreman

Napleton Elgin Kia

July 2014 - August 2017

- Replaced damaged, missing, or defective parts with new and refurbished components.
- Tested newly installed equipment to determine proper functionality and compliance with regulations.

- Used specialized tools to detect leaks in gas and refrigerant systems.
- Performed safety and emissions inspections.

Apprentice Technician

Elmhurst Firestone, Elmhurst, IL

March 2013 - June 2014

- Helped keep facilities, equipment and tools operational with regular repairs and proactive maintenance.
- Resolved problems, improved operations and provided exceptional service.
- Goal-oriented professional with proven success in applying analytical skills to solve complex problems and overcome challenges. Dedicated to enhancing team performance and driving business success.
- Identified issues, analyzed information and provided solutions to problems.
- Proven ability to learn quickly and adapt to new situations.

Education

Universal Technical Institute at Glendale Heights, IL

No Degree in Automotive Engineering January 2013

Addison Trail High School at Addison, IL

High School Diploma January 2011

Certifications

- Brakes Certification (A5) - National Institute for Automotive Service Excellence.
- ASE Certified Engine Performance Technician (A8) - National Institute for Automotive Service Excellence.