

# **Anson, Cheuk Hang Ng**

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## **Education**

### **Centennial College, Scarborough, ON, Canada**

**August, 2021-Present**

Software engineering technician

### **Pittsburg State University, Pittsburg, KS, USA**

**August, 2015- May, 2019**

Degree: Bachelor of Science in Technology

Major: Automotive Technology

Emphasis: Automotive Collision Repair and Insurance Management

Overall GPA: 3.43      Major GPA: 3.63

### **Peninsula Community College, Port Angeles, WA, USA**

**September, 2012 – June, 2015**

Degree: Associate in Arts

GPA: 3.2

## **Skills and Credentials**

-Certified Automotive Service Excellence in:

- A2 Automatic Transmission/Transaxle
- A5 Brakes
- A6 Electrical and Electronic Systems

-Accustomed with Mitchell connect, Alldata Management, CCC and Audatex Estimating system

-Familiar with OPStrax and collision link price matching system

-Fluent in Cantonese and Mandarin

## **Association**

**2016 Sep-2017 July:** Society of Automotive Engineers Baja Member

**2017 August-2018 December:** Automotive Mentorship Program (AMP)

## **Experience**

PartSource ,Woodbridge, Canada, Canada

Parts associate      **2022 March-Current**

- Taking order from surrounding automotive repair facility
- Ensure order is accurate and deliver in timely manner
- Provide parts advising for customer automotive related issues
- Assist on identifying automotive parts from customer

Modern automotive, Concord, Ontario, Canada

Service Advisor/Estimator      **2021 September-2022 February**

- Advising customer vehicle service based on the maintenance schedule
- Write estimates for both collision-damaged vehicles and mechanical repairs with different options
- Ordering parts for vehicles that need to be repaired
- Communicate with the insurance company to ensure the repair was done properly

The Touch Up Shop, Joplin, Missouri, USA

Painter      **2021 May-2021 July**

- Spray paint on body panel to match or exceed OEM standard
- Colour match and mix paint to ensure proper refinish
- Prepare vehicle panel to paint for a long-lasting finish
- Touch up a vehicle that has rock chip or paint damage
- Wet sand, denib and polish painted panel to match or exceed OEM refinish

Estimator      **2021 January-2021 May**

- Creates repair plans for the technician to repair the vehicle to pre-loss status
- Negotiate repair plans with insurance companies
- Understanding customer needs and explaining required procedures for the repair
- Ensure proper teardown and create supplements for the repair plan
- Continue working as a parts specialist at the same time

Parts Specialist      **2020 June-2020 December**

- Work with the estimator to a created repair plan
- Create purchase orders for parts and ensure delivery is on time
- Negotiate parts price to maximize profitability
- Mirror match parts to confirm correct parts have been delivered

Jay Hatfield Chrysler, Frontenac, Kansas, USA

Car Detailer      **2019 May-2020 May**

- Properly clean interior and exterior of vehicles with attention to detail and efficient
- Perform minor repair to the vehicle
- Drove vehicle safely to the workshop/customer
- Worked with the manager and detailing team to prepare vehicles for sale.

## **Reference**

Dr. John Thompson  
Associate Professor and Chair  
Pittsburg State University  
1701 S Broadway, Pittsburg, KS 66762  
Work: 620-235-6516  
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Dr. Tim Dell  
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Josia Williams  
Shop Manager  
The Touch Up Shop  
902 E 4th Street STE 110, Joplin, MO 64801  
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Kyle Dailey  
Shop Foreman/Painter  
The Touch Up Shop  
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