

Rami Shoula

Maintenance Technician

👤 Profile

Experienced and resourceful Maintenance Technician with over five years of experience providing quality customer service in the field of automotive repair. Skilled in the areas of diagnosis and repair and preventative maintenance. Experience with electrical systems, HVAC systems, brakes and fuel systems, and power system break-down and repair. Excellent communicator, able to work with clients and educate them on the state of their vehicle, while providing high quality customer care every step of the way.

📁 Employment History

Automotive Technician at Jake's Auto Shop, Los Angeles

June 2016 — September 2019

- Applied learned knowledge of automobiles to provide the best service possible for all clients.
- Thoroughly examined vehicles to determine the malfunction or condition of the vehicle's parts.
- Ordered accurate amount of supplies to ensure shop inventory was where it needed to be.
- Remained informed on industry advancements and recalls as part of my pledge to excellent customer service.

Maintenance Technician at Hyland Repair Shop, Los Angeles

August 2014 — June 2016

- Performed tests on vehicles to determine their functionality.
- Communicated well with customers to ensure optimal customer experiences.
- Enhanced car appearances by performing dent removals and paint jobs.
- Scheduled and performed maintenance routine visits such as oil changes, tire rotations and changes, wheel balancing, and tune-ups.
- Repaired and installed new water pumps and radiators in vehicles.
- Helped to increase customer return rates by providing excellent customer service at all times.

Maintenance Technician at Nevada Automotive Center, Reno

September 2012 — August 2014

- Communicated well with customers regarding their vehicle's issues and needs.
- Provided quality assessments of vehicles before diagnosing specific issues and assigning repair.
- Rebuilt and repaired engines.
- Properly disassembled and reassembled various parts.
- Organized important client and work related records.

Details

romioshoula@gmail.com

Skills

Advanced Communication Skills

Clean Driving Record

Collision Consulting

Automotive Air Conditioning Repair

General Maintenance and System Repairs

Multitasking Skills

- Monitored inventory of parts and placed orders when necessary.
- Complied with all state vehicle standards.

Education

Automotive HVAC Training, Ashworth Institute, Hillsdale

August 2013 — May 2014

**Associate of Automotive Technology, Lincoln Technical Institute,
Whitestone**

August 2011 — August 2013

References

Joseph Randoli from Nevada Automotive Center

jrandoli@nevauto.com · 719-092-2438

Linda Baker from Hyland Repair Shop

lbaker@hyland.org · 517-290-6767

Chris Walls from Jake's Auto Shop

cwalls@jakesauto.com · 661-290-7181