

Douglas Hill

ASE Certified Automobile Mechanic, Shop Manager, Administrative Assistant, Captionist, Musician, Professional Driver

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Professional Experience Summary

Dedicated, motivated, and quality-driven Automobile Mechanic of 12 years, and Shop Manager of 2.5 years. Graduate of MATC's Automobile Technician program (2009), and continued professional training through the WorldPac Training Institute and John Thornton Advanced Diagnostic classes.

Captionist for hearing impaired customers for 10 years. Worked at Captel producing closed captions for hearing impaired clients

Administrative assistant and salesperson at Full Compass Systems for 5 years. Detail oriented administrative assistant and phone sales representative for a \$50M per year pro audio company. Also performed some reception work and general office duties.

Musician/percussionist at large. "Hired gun" session musician. Have sat in and participated in dozens of projects for individuals. Played in a working band for 3 years. Additionally taught private students, tutored, and performed music engraving (produced sheet music and charts for individuals).

Bus and truck driver for 10 years (class B CDL), during the 90's. Mostly charter bus and school bus.

Automotive Experience

Foreign Car Specialists / Auto Mechanic

May 2009 - November 2021, Madison, Wisconsin

- **Repair Process.** Familiar with, and adept at, the automotive repair process: initial communication with customer, determination of customer concern and expectations, initial inspection/diagnostic, estimation of repairs, consultation with customer, authorization of work, parts acquisition, completion of authorized repairs, confirmation of repair, customer consultation after repair, documentation of all steps in the process, and follow up with recommendations after repair. Diagnostic, repair, and maintenance of primarily German and Asian vehicles from model year 1990 to present, some work on classic cars (circa 1960's through 1980's)
- **Diagnostics.** Performed advanced diagnostics for driveability problems using a combination of tools, adept at scope usage and electrical diagnostics, scan tool usage, pressure transducer usage, as well as the older school diagnostic tools such as a vacuum gauge, smoke machine, cylinder pressure tester, compression tester, etc. Diagnostic of oil pressure issues, oil leakage issues, power delivery issues, no-start issues, delayed start issues, misfire issues, transmission shift/slippage issues, noise identification and locating, driveability issues, suspension issues, braking issues, steering issues, leakage issues, vibration issues.
- **Repair.** Following a diagnostic process, completed and confirmed repairs on all vehicle systems. Drivetrain (ignition, fuel system, cooling system, starting/charging system, induction system, exhaust system, forced induction systems, engine control systems, HVAC including A/C diagnostic and repair, brakes, suspension, steering, chassis, vehicle electrical system, computers/modules/networks, interior equipment. Performed R&I of engines, transmissions, drive axles and prop shafts, differentials, of major assemblies, cylinder heads. Performed

replacement of timing belts and timing chains, camshafts, variable valve timing and lift components, cylinder head assembly (no machining performed at our shop though), oil pump/pan/pickup replacement, oil leakage repairs from all points on engine. Have performed disassembly and assembly of manual transmissions and automatic transmissions. Performed removal and installation of all interior components (dashboard R&I) and some instrument repairs.

- **Maintenance.** Performed basic maintenance work including ascertaining what maintenance was needed -- everything from oil changes to filters, to timing belts, to ATF fluid and filter. Sensitive to different requirements and procedures for different vehicles.
- **Support functions.** Performed scheduling, parts acquisition, service writing, and customer communication as well as mechanic duties through most of my career.

Foreign Car Specialists / Shop Manager

January 2019 - September 2021, Madison, Wisconsin

- **Managed workflow** on a day to day basis, customer communication, writing estimates and invoices, scheduling, customer consultation and authorization, parts acquisition for specific jobs, active job support for mechanics in the shop. Developed and maintained scheduling and job status monitoring system to keep workflow on track and plan daily work for each employee.
- Completed repairs as needed, if workflow required it or jobs started stacking up..
- Problem solving. Developed solutions to make business operate more efficiently and smooth workflow for employees, i.e. parts inventory system, job status system, oil change shorthand, constructing canned jobs or bundles for common work, coming up with processes to ensure boxes are ticked and items get done, creation of vehicle inspection sheets.
- Managed parts for the shop: sourcing, research, ordering, receiving, distribution to current jobs, stock level monitoring, and stock ordering. Developed and maintained the shop's parts inventory system within Quickbooks. Managed parts returns and credit monitoring, including shipping of any outgoing item from the shop.
- Managed facility, including maintaining our internal network, construction of storage shelving and arrangement of stock materials, building security, snow removal including plowing the parking lot, managing waste disposal, recycling, and metal recycling. Maintained lobby and customer waiting area.
- Functioned as an accounting clerk, dispensing payments, filing paperwork, managing vendor accounts and tax-exempt information.
- **Managed personnel:** assisted in seeking out employees, hiring, managing personnel records and health care benefits.
- Performed general cleaning, running for parts.

Other Experience

Full Compass Systems / Sales, Administrative Assistant

February 2000 - February 2005,, Madison, Wisconsin

- Sold professional audio and video equipment via phone to dedicated clients and wholesale customers. Performed general administrative assistant duties, office clerical. Used Word and Excel, trained on both.

Captel Inc / Captioning Assistant, Training Assistant

February 2005 - October 2014,, Madison, Wisconsin

- Captioned phone calls via a specialized device for hearing impaired clients. Assisted in quality control by monitoring and evaluating employee performance on phone calls. Assisted in training by performing final stage coaching and evaluation of new employees as they began captioning their first phone calls.

Musician, Freelance / Drummer, Individual Instructor, Music Engraver

1995 to present,, Madison, Wisconsin

- Have played as drummer/percussionist for wide variety of groups, live gigs and recording. Was drummer for dance band 1998 to 2000 performing weekly. From experience at Full Compass, also began working with live sound and recording equipment at that time.

Rite Way Leasing, Pelliterri Waste Disposal / Driver, bus and truck

1989 to 2000, Madison, Wisconsin

- Drove charter bus and school bus for Rite Way Leasing during this entire period. Drove roll-off truck for Pelliterri Waste Disposal just for the summer of 1999.

Education and Training

Madison Area Technical College / Technical Diploma for Automotive Technician

September 2007 - May 2009, Madison, Wisconsin.

WorldPac Training Institute / Various Training classes

2009 - 2021 , Madison, Wisconsin.

Over a dozen classes from 2011 to present, including **advanced diagnostics** by Bernie Thompson (founder of AES Wave), and various **vehicle specific training** for Volkswagen, Audi, BMW, and Mercedes. Also took some classes on shop management and shop operations.

Automotive Seminars, Inc. / Various Training classes

2009 - 2017, Madison, Wisconsin.

Approximately a dozen classes, all in-person classroom experiences taught by John Thornton, industry expert in **advanced diagnostics**. Included extensive training on use of scope, pressure transducers, and other specialty equipment and resources to diagnose difficult problems in modern cars.

Edgewood College / Bachelor of Science in Liberal Arts and Music

September 1992 - May 1995, Madison, Wisconsin

Edgewood College / Computer Information Technology / Business

September 1996 - May 1997, Madison, Wisconsin

One year only. Completed courses in Business Law, Financial Accounting, Managerial Accounting, Data Structures and Algorithms, Programming in C++, and Organizational Behavior. Did not take a degree.

Certifications

ASE Certified / A1 through A8 and L1 rated since 2011, all current.

