

# Selena Ramirez

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San Diego, CA 12345 | (123) 456-7890 | email@example.com | LinkedIn

## Profile

- Car mechanic with a Bachelor of Science in automotive engineering technology and an Associate of Applied Science in automotive technology. Skilled at diagnosing complex mechanical issues, performing major repairs, and training junior mechanics, demonstrated through roles at FedEx and UPS.

## Education

- Bachelor of Science in Automotive Engineering Technology | FERRIS STATE UNIVERSITY, Big Rapids, MI
- Associate of Applied Science in Automotive Technology | UNIVERSAL TECHNICAL INSTITUTE, Phoenix, AZ
- Diploma in Automotive Technology | LINCOLN TECH, East Windsor, CT

## Certifications

- National Institute for Automotive Service Excellence
- Automotive Service Excellence certification (ASE)
- Advanced Level Specialist Certification (L1)
- Undercar Specialist Exhaust Systems Test (X1)

## Key Skills

- Automotive systems and components
- Customer service and satisfaction
- Efficiency improvement
- Electronic testing equipment
- Inventory management
- Preventive maintenance
- Technical troubleshooting
- Workplace safety

## Professional Experience

### SENIOR AUTOMOTIVE TECHNICIAN | FEDEX, PHOENIX, AZ | JUNE 2019 TO PRESENT

- Diagnosed and repaired complex mechanical issues in a fleet of over 200 vehicles, reducing downtime by 30%
- Performed major repairs, including transmission replacements and engine overhauls, extending average vehicle lifespan by 20%
- Trained and mentored a team of five junior mechanics to enhance their diagnostic skills and knowledge of automotive systems

### AUTOMOTIVE MECHANIC | UPS, BIG RAPIDS, MI | JANUARY 2018 TO MAY 2019

- Used advanced diagnostic tools to identify and fix mechanical issues in delivery vehicles, increasing efficiency by 25%
- Conducted regular maintenance and major repairs, helping decrease vehicle breakdowns by 15%
- Provided quality customer service to drivers, addressing various concerns and ensuring vehicles were in optimal condition