





# JOHN BERGSEN

Master automotive technician with a strong education, including a Bachelor of Science in automotive technology and mechanical engineering. Demonstrated success in diagnosing and repairing complex mechanical issues, training junior technicians, and ensuring quality control in major transportation companies.

## Contact

 (123) 456-7890

 email@example.com

 LinkedIn

 San Francisco, CA 12345

## Key Skills

- Automotive systems troubleshooting
- Customer service and relations
- Diagnostic tools and equipment
- Junior technician training
- Quality control

## Educations

Bachelor of Science in Automotive Technology  
FERRIS STATE UNIVERSITY, Michigan

Bachelor of Science in Mechanical Engineering  
MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Massachusetts

Associate of Applied Science in Automotive Technology  
UNIVERSAL TECHNICAL INSTITUTE, Arizona

## Professional Experience

Senior Automotive Technician | FedEx, San Francisco, CA  
June 2019 to present

- Diagnosed and repaired complex mechanical issues in FedEx's fleet of vehicles, reducing vehicle downtime by 30%
- Trained and mentored a team of five junior technicians to improve their diagnostic accuracy by 25%
- Established new quality control process that improved overall repair and maintenance work by 20%

Automotive Technician | UPS, Tucson, AZ  
January 2018 to May 2019

- Used advanced diagnostic tools to find and solve mechanical issues in UPS vehicles, improving vehicle performance and reliability
- Repaired and maintained diverse vehicle models, ensuring compliance with all safety and performance standards
- Provided quality service to internal stakeholders, earning consistent positive feedback for expertise and professionalism

## Professional Development

National Institute for Automotive Service Excellence

- Advanced Level Specialist Certification (L1)
- Automotive Service Excellence Certification (ASE)
- Certified Master Automobile Technician (CMAT)