

# HARPER LEWIS

## Auto Technician Manager

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### PROFESSIONAL SUMMARY

Mechanic specializing drivability and transmissions. Proficiently completes auto repairs and parts replacements under tight time constraints. I am someone who implements excellent diagnostic skills. Discovers the root of the problem quickly and works to find solutions. I am focused on completing preventative maintenance and repairs in a timely fashion and giving proper attention to every vehicle and customer and I am highly customer service-oriented.

### WORK EXPERIENCE

#### Auto Technician Manager

Pineapple Enterprises

📅 May / 2018-Ongoing  
📍 Santa Monica, CA

- 1. Led a team of 15 technicians, improving service efficiency by 30% through streamlined processes and training.
- 2. Implemented a new inventory management system, reducing parts costs by 20% and improving order accuracy.
- 3. Achieved a 95% customer satisfaction rating by enhancing service quality and response times in the workshop.
- 4. Developed and executed training programs, increasing technician certifications by 40% within one year.
- 5. Reduced vehicle turnaround time by 25% through effective scheduling and resource allocation strategies.
- 6. Managed a \$1M annual budget, consistently meeting financial targets while improving service quality.
- 7. Introduced a digital work order system, decreasing paperwork errors by 50% and improving workflow efficiency.

#### Auto Technician

Cactus Creek Solutions

📅 May / 2015-May / 2018  
📍 Phoenix, AZ

- 1. Repaired, replaced and adjusted brakes and brake pads.
- 2. Tested vehicles and their components and systems.
- 3. Operated equipment such as infrared engine analyzers, compression gauges and computerized diagnostic devices.
- 4. Adjusted repaired systems to meet manufacturers' performance specifications.
- 5. Conducted routine and scheduled maintenance services such as oil changes, lubrications and tune-ups.

### EDUCATION

#### Associate of Applied Science in Automotive Technology

Ivy Tech Community College

📅 May / 2012-May / 2015  
📍 Santa Monica, CA

Comprehensive training in automotive systems and repair techniques.

### SKILLS



### ACHIEVEMENTS

- ★ Implemented a new workflow process, reducing vehicle turnaround time by 25%.
- ★ Achieved a 98% customer satisfaction rating through enhanced service protocols.