

# JACKSON COLE

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## AUTOMOTIVE TECHNICIAN

*Master ASE-Certified Service Technician, Registered Porsche Technician  
Certified Infiniti*

Talented technician with a three-year proven record of accomplishment in the automotive industry seeking full-time employment with benefits and good pay. Results-producing, respectful technician able to work alone or with a team to support company goals and objectives. Excellent knowledge of the industry and business strategies to manage day-to-day technical operation.

- Master ASE Certified through 2011
- Certified Infiniti DFRT Technician
- Certified Infiniti KEI Technician
- Registered Porsche Technician

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## PROFESSIONAL EXPERIENCE

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**AUTOMOBILE TECHNICIAN, 2007–Present**  
BMC, Inc. – Yourtown, South Carolina

Master ASE-Certified Service Technician, Certified Infiniti Technician, Registered Porsche Technician for a multi-million-dollar dealership that holds to the highest service standards in the nation. Baker Motor Company's Infiniti service has been rated top three in the nation with over 98.7% customer satisfaction three years in a row. BMC has also been awarded the Best of the Best award by Mercedes-Benz Corporation for the best service scores in the world.

Perform all types of automotive repair and maintenance including engine mechanical repair and rebuilds, transmissions, brakes, timing belts/chains, cooling systems, steering, suspension, oil leaks, differential, A/C work, and electrical repair, advanced CAN and multiplexing control units diagnosis and operations. Expertise in tire change and balance, operation of all shop tools and equipment such as brake lathes, A/C machine, and generic and manufacturer-specific computer diagnostic tools. Proficient in use of ALLDATA computer programs, PCNA Source, PPN (Porsche), Infiniti Net, NNA net (Infiniti), ADP (dealer network program for creating repair orders and time clock operations).

Work independently on flat rate. Provide support to the service representative by researching vehicle history, conducting diagnosis, supplying parts prices and availability, performing a quality repair with test drives and quality-controlled inspections of all work performed, then turning the completed repair with a detailed description of the faults found and the repair process used to correct the faults. Document data and any added information needed for the customer to fully understand the services performed.

***Contributions:***

...Continued...

*Professional Experience Continued*

- ✓ Successfully maintained and increased client base by doing a top-notch job even on simple projects
- ✓ Continued education to expand knowledge of all makes and models with ASE training and Certifications
- ✓ Completed A1-A8 automotive ASE Certifications equaling Master ASE Certification status for automotive diagnosis and repair
- ✓ Completed 118 Infiniti Courses
- ✓ Completed 18 Porsche Courses
- ✓ Completed 2 Porsche Mastery Tests
- ✓ Daily production numbers increased during my employment
- ✓ Achieved personal goal of gaining at least 45 hours flat rate a week through organization of materials and tools. Customers were pleased to get their repair done so quickly
- ✓ Excelled in finding a more efficient way to diagnose or repair certain problem vehicles. Upon completion, many customers stated that their car “drives like it’s brand new”
- ✓ Demonstrated immediate talents upon hire and excelled quickly to become recognized by management as key member of automotive repair team
- ✓ Greatly increased the number of jobs completed daily by this shop
- ✓ Easy-going; well mannered and congenial with customers, management, and staff
- ✓ Implemented customer-retention and established reliable customer service by showing respect to staff, employees, and customers

**PARTS SPECIALIST COUNTER SALES CLERK 2006–2007**

O’Reilly Auto Parts Store – Nashville, Tennessee

Started after high school while attending classes at NADC. Provided technical help and customer service assistance regarding parts application. Certified brake lathe machinist, operated equipment to test ignition modules, batteries, alternators, and starters. Kept a balanced cashier’s drawer, counting till at the end of shift. Took phone orders from repair shops. Delivered parts to repair shops and other stores. Checked in freight and special orders.

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**EDUCATION & CREDENTIALS**

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**Dorchester High School, 1999-2001 • Charleston, SC**

**Heritage Covenant School, 2001-2003 • Franklin, TN**

**Nashville Auto Diesel College, 2007 • Nashville, TN**

Automotive and diesel technology program with Automotive Extension Track including:  
automotive suspension, manual transmission and drive train, and brakes.

**ASE Certifications**

**A1 Engine Repair, 2007 • Nashville, TN**

**A2 Automatic Transmission/Transaxle, 2008 • Charleston, SC**  
**A3 Manual Drive Train and Axles, 2007 • Nashville, TN**  
**A4 Suspension and Steering, 2007 • Charleston, SC**  
**A5 Brakes, 2007 • Nashville, TN**  
**A6 Electrical/Electronic Systems, 2007 • Charleston, SC**  
**A7 Heating and Air Conditioning, 2008 • Charleston, SC**  
**A8 Engine Performance, 2008 • Charleston, SC**

**Infiniti Courses, 2007–2009 • Charleston, SC**

\* Please ask to see a list of the 118 Infiniti courses and Manufacturer Training programs I have completed.

**Porsche Academy Learning Management System (PALMS), 2007–2009 • Charleston, SC**

• Please ask to see a list of the 18 Porsche classes and two mastery tests I have completed.

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## REFERENCES

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privacy of the persons listed