

Nathan Rodriguez

Automotive Mechanic

CONTACT INFO

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- ASE-certified automotive mechanic with 7 years of progressive experience specializing in complex electrical diagnostics and European vehicle systems
- Proven track record of maintaining 97% first-time fix rate while servicing 12-15 vehicles daily in high-volume shop environment
- Expert in hybrid vehicle diagnostics and ADAS calibration with demonstrated ability to reduce average diagnostic time by 30% through systematic troubleshooting approach

WORK EXPERIENCE

European Motors Specialist

MARCH 2021 - PRESENT

Senior Automotive Technician

- Diagnose and repair complex electrical and mechanical issues on BMW, Mercedes-Benz, and Audi vehicles, maintaining 97% first-time fix rate across 300+ annual service tickets
- Reduced average diagnostic time from 2.1 hours to 1.4 hours by implementing systematic TSB verification process, saving customers average of \$95 in diagnostic fees
- Generated \$245K in annual labor revenue specializing in European vehicle diagnostics and advanced driver assistance system calibrations
- Mentored 3 junior technicians in European vehicle diagnostic procedures, improving overall shop efficiency by 18%
- Maintained zero comebacks on transmission and engine rebuilds over 24-month period

Valley Auto Care

JUNE 2018 - MARCH 2021

Automotive Mechanic

- Performed comprehensive diagnostics and repairs on domestic and import vehicles in 8-bay independent shop serving 45+ vehicles daily
- Achieved 112% efficiency rating while maintaining 96% customer satisfaction score across diverse repair portfolio
- Specialized in hybrid vehicle battery servicing and high-voltage system diagnostics, becoming shop's designated hybrid technician
- Implemented digital inspection process that increased recommended service acceptance rate by 35%
- Trained on Mitchell 1 and AllData systems for accurate repair estimates and technical service bulletin research

Quick Lane Tire & Auto Center

AUGUST 2016 - JUNE 2018

Automotive Technician

- Executed high-volume preventive maintenance services including oil changes, tire rotations, and multi-point inspections in fast-paced dealership environment
- Consistently met 45-minute service targets while maintaining quality standards and zero safety incidents
- Performed basic diagnostics using Ford IDS diagnostic equipment and handheld scan tools
- Achieved Employee of the Month recognition 4 times for productivity and customer service excellence

TECHNICAL SKILLS

Diagnostic Expertise

- Advanced electrical diagnostics using oscilloscopes, multimeters, and power probes
- OBD-II scanner proficiency (Snap-on SOLUS Ultra, Autel MaxiSys Elite, Bosch KTS)
- European vehicle diagnostics (BMW ISTA/D, Mercedes XENTRY, VAG-COM)
- Hybrid and electric vehicle high-voltage system diagnostics

Repair Specializations

- Automatic and manual transmission rebuilding and repair
- Engine performance diagnostics and repair
- A/C system evacuation, recovery, and recharging (EPA 609 certified)
- ADAS calibration procedures for radar, camera, and LiDAR systems
- Brake system diagnostics including ABS and stability control

Technical Proficiencies

- Mitchell 1 ProDemand and AllData navigation and repair procedures
- Hunter alignment system operation and four-wheel alignment procedures
- Snap-on diagnostic equipment and software updates
- Tire pressure monitoring system programming and relearn procedures

CERTIFICATIONS

ASE A1 Engine Repair

ASE

MAY 2023

ASE A4 Suspension and Steering

ASE

MAY 2023

ASE A5 Brakes

ASE

MAY 2023

ASE A6 Electrical/Electronic Systems

ASE

MAY 2023

ASE A8 Engine Performance

ASE

MAY 2023

ASE L3 Hybrid/Electric Vehicle Specialist

ASE

AUGUST 2022

BMW Technical Training Certificate - Advanced Diagnostics

BMW

2022

Mercedes-Benz StarTutor Online Training Completion

Mercedes-Benz

2021

EPA Section 609 Certification

EPA

CURRENT THROUGH 2025

Arizona State Emissions Inspector License

Arizona State

CURRENT

OSHA 10-Hour General Industry Safety Training

2020

EDUCATION

Phoenix College

GRADUATED: MAY 2016

Associate of Applied Science in Automotive Technology

- Dean's List: Fall 2015, Spring 2016
- Specialized coursework in hybrid vehicle systems and advanced diagnostics
- SkillsUSA Regional Competition - 2nd Place Automotive Service Technology (2016)
- Capstone project: Complete engine rebuild and performance optimization on 2008 Mustang GT

PROFESSIONAL RECOGNITION

Top Productivity Technician

2023

European Motors Specialist (2023)

Achieved 115% efficiency rating while maintaining zero comebacks

Customer Service Excellence Award

2022

Maintained 98% customer satisfaction score across 285 service interactions

Employee of the Quarter

Q3 2020

Valley Auto Care (Q3 2020)

Recognized for diagnostic innovation and mentoring contributions

Perfect Attendance Award

2019, 2021, 2023

Demonstrated reliability and commitment to shop operations

PROFESSIONAL REFERENCES

Michael Santos

Service Manager

European Motors Specialist, Phoenix, AZ

Phone: (602) 555-0147

Email: msantos@europeanmotorsaz.com

Relationship: Direct supervisor for 3 years

Jennifer Chen

Master Technician/Shop Foreman

Valley Auto Care, Tempe, AZ

Phone: (480) 555-0293

Email: j.chen@valleyautocare.net

Relationship: Senior colleague and diagnostic mentor, worked together 3 years

Robert Martinez

Regional Parts Manager

NAPA Auto Parts

Phone: (602) 555-0186

Email: rmartinez@napanet.com

Relationship: Primary parts supplier contact, 6-year professional relationship