

RONNA JACKSON

Mechanic Supervisor

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☎ (123) 456-7890

📍 Houston, TX

🌐 linkedin.com/in/ronna-jackson

WORK EXPERIENCE

Mechanic Supervisor

Monro Auto Service

📅 2012 - current

📍 Houston, TX

- Managed 15+ employees and contractors
- Coordinated parts deliveries with companies located in 4+ countries outside the United States
- Conducted routine surveys to ensure all staff operated within efficiency standards
- Boosted efficiency that allowed for more productive workdays and the release of one permanent staff member, saving \$50K+ per year
- Interacted with distressed customers, listening to grievances and providing free services that reduced the instance of negative reviews by 40%
- Streamlined policies and government regulations to maintain 100% adherence to AAR, FRA, and CN

Automotive Mechanic

Icahn Automotive Group

📅 2010 - 2012

📍 Houston, TX

- Inspected, diagnosed, and serviced 7+ vehicles per day, ranging from motorcycles to semis
- Upheld company customer service values, ensuring customers felt tended to, respected, and valued
- Awarded Mechanic of the Month 4 times in 2011 for presenting a positive, can do attitude
- Collaborated with 8 colleagues to maintain the highest level of safety while operating under vehicles
- Communicated with clients openly, informing them on costs and repair options, building trust that resulted in 85% customer brand loyalty

Automotive Mechanic

Advance Auto Parts

📅 2004 - 2010

📍 Houston, TX

- Ordered specialized parts before beginning shop work, reducing garage crowding by 30%
- Accomplished difficult repairs, including transmission and clutch replacements, in 1/2 the estimated time
- Maintained a thorough knowledge of 40+ car manufacturers, new technology, and cost-effective strategies for servicing high-tech vehicles
- Conducted 10K+ air conditioning, electrical, and steering system repairs
- Charged with managing operations when mechanic supervisor was occupied

CERTIFICATION

Section 609

EDUCATION

High school diploma

Carnegie Vanguard High School

📅 2000 - 2004

📍 Houston, TX

SKILLS

Headlight Installation

Battery Installation

Starting/Charging Systems

Electrical

Tire Maintenance