



# JASON SIMPSON

## ENTRY-LEVEL AUTOMOTIVE TECHNICIAN & MECHANIC

An **Automotive Technician/Automotive Mechanic** who recently graduated with an **AAS Degree in Automotive Technology**. Able to diagnose, repair, and maintain a wide range of vehicles, operate manual and electric tools/equipment, manage projects, meet deadlines, and build customer rapport.

### RECOGNIZED FOR PROFESSIONALISM AND WORK ETHIC

Automotive Technology | Electrical Systems | Suspension Systems | Steering Systems | Brakes  
Troubleshooting, Diagnosis, and Repair | Automotive Climate Control | Engines | Axles | Drive Trains  
Engine Performance Analysis | Transmissions | Hybrid/Battery-Electric Vehicles (BEV) | OSHA  
Customer Service | Diplomatic Communication Skills | Regulatory Compliance | Service Excellence

## EDUCATION

**ASSOCIATE OF APPLIED SCIENCE (AAS): AUTOMOTIVE TECHNOLOGY**  
SOUTHCENTRAL KENTUCKY COMMUNITY & TECHNICAL COLLEGE: Bowling Green, KY

## PROFESSIONAL EXPERIENCE

### APPLIANCE REPAIR TECHNICIAN

7/2021 – Present

MR. APPLIANCE OF BOWLING GREEN: Bowling Green, KY

Inspected, tested, troubleshot, diagnosed, and repaired appliances (e.g., refrigerators, washers, dryers, dishwashers, ovens, water heaters, trash compactors, and induction cookers) while meeting aggressive deadlines and responding to emerging situations.

*Worked to Self-Finance College Education.*

#### KEY ACHIEVEMENTS:

- **Secured Multiple “Employee of the Month” Awards** for professional integrity, client feedback, punctuality, and quality repairs.
- **Achieved and Maintained a 98.7% Average Client Feedback Score**, shattering the 92% company goal.

#### KEY RESPONSIBILITIES

- **Leveraged Technical Skills to Rapidly Identify and Resolve a Myriad of Complex Electrical and Mechanical Issues/Malfunctions** in line with original equipment manufacturer (OEM) protocols and organizational best practices.
- **Mitigated Safety Risks** by adhering to OSHA and internal safety standards, wearing personal protective equipment (PPE), and removing work hazards.
- **Developed Daily Logistics and Transportation Plans** to perform on-site maintenance and repair services while maximizing the use of company time and resources.
- **Tracked Inventory Levels** (parts and materials) to ensure continuous supply levels and ongoing operations.
- **Maintained Detailed Service Records and Documentation** for each repair job, including parts used, labor hours, and customer communication.
- **Continued Professional Growth** in industry advancements and technologies to serve as a knowledgeable technician for clients and team members.
- **Increased Customer Satisfaction Rates** by proactively communicating repair processes, timelines, and costs, answering questions, and resolving concerns with urgency and diplomacy.

