Alan Denton

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Profile

Knowledgeable auto mechanic with 12+ years' experience servicing, repairing and performing diagnostics on cars and trucks. Excellent technical knowledge of domestic and imported vehicles. Focused on adhering to safety compliance protocols while achieving quick turnarounds. Strong leadership skills with experience training teams of mechanics to improve their understanding of technologies and customer service skills.

Professional Experience

Lead Automotive Mechanic, Midas Auto Service, Billings, MT
February 2014 - Present

- Perform diagnostics on petrol and diesel vehicles using digital systems and generate appropriate solutions
- Supervise a team of eight mechanics to ensure safe working practices and consistent work quality
- Maintain up-to-date knowledge of emerging automotive innovations and communicate crucial information to colleagues in CPD training sessions
- Generate competitive quotes, invoice clients and process payments using the point-of-sale system

Automotive Mechanic, John Deere Dealers, Billings, MT
June 2008 - February 2014

- Inspected equipment for condition and safety and performed maintenance where necessary
- Completed repair and maintenance tasks on vehicle heating and air conditioning systems
- Checked suspension and wheel alignment on a wide range of vehicles and performed tune-ups
- Communicated professionally with clients to explain technical faults, repair options and pricing

Education

Associate of Applied Science in Automotive Technology
CITY COLLEGE AT MONTANA STATE UNIVERSITY Billings, MT, September 2006 - June 2008

Key Skills
- Skilled written and verbal communicator
- Comprehensive knowledge of domestic and imported cars and trucks
- Excellent proficiency using diagnostic computer systems and invoicing software
- Outstanding customer care and commitment to providing high-quality service

Certifications
- ASE Master Auto Technician, National Institute of Automotive Service Excellence, 2020