

**Shelly Smith**  
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## Profile

Reliable and determined mechanic with professional certifications and two years of in-depth industry experience. Excellent troubleshooting and problem-solving skills. Proficient at dealing with customer inquiries in person, via email and over the phone.

## Key Skills

- Equipment and engine repair
- Diagnostic skills
- Troubleshooting skills
- Strong work ethic
- Keen attention to detail
- Impeccable customer service skills

## Education

### **Bachelor of Science in Automotive Technology Supervision**

*THE UNIVERSITY OF NORTHWESTERN OHIO Lima, OH, September 2016 - July 2018*

Coursework Completed:

- Supervision in the Automotive Industry
- Marketing in the Automotive Industry
- Safety, Legal and Environmental Issues

### **Associate Degree in the Automotive Technology**

*THE UNIVERSITY OF NORTHWESTERN OHIO Lima, OH, September 2014 - July 2016*

Coursework Completed:

- Electrical and Electronics I & II
- Hydraulic Brake Systems
- Engine Diagnosis and Repair

## Professional Experience

### **Mechanic, The Mechanic Shop, Houston, TX**

*March 2019 - October 2020*

- Assisted in petrol and diesel engine repairs
- Demonstrated excellent customer service skills to maintain customer satisfaction
- Specialized in automotive overhauls
- Displayed proficient time management by ensuring all projects were completed on time

### **Mechanic Assistant, Ohio Car and Truck Repair, Lima, Ohio**

*August 2018 - February 2019*

- Ensured all necessary services were completed by following comprehensive repair checklists
- Conducted thorough inspections and evaluations of problematic machinery
- Cleaned, washed and painted machinery for maintenance
- Provided excellent customer service

## Certifications

- Engine Restoration Certification, The National Institute for Automotive Service Excellence, 2016
- Automatic Transmission Certification, The National Institute for Automotive Service Excellence, 2019