

# JASON SIMPSON

Experienced automotive technician with a strong track record for effective team leadership and training. Specialized knowledge of adaptive equipment installation and maintenance and adept at using computer systems to diagnose complex faults. Superb customer service skills with a talent for managing client relationships.

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## PROFESSIONAL EXPERIENCE

### SENIOR AUTOMOTIVE TECHNICIAN

SureSale, Louisville, KY  
July 2018 - Present

- Use computer diagnostic systems to detect mechanical problems in vehicles and assess their roadworthiness, achieving a 99.8% accuracy rating in 2020
- Train an average of 10 new hires and student interns per year to improve their knowledge of government regulations
- Mentor and monitor a team of 20 mobile technicians, acting as an escalation point for complex diagnostic issues
- Explain and promote the company's verification process to large dealerships, securing an 89% contract renewal rate over two years

### AUTOMOTIVE TECHNICIAN

Superior Vans and Mobility,  
Louisville, KY  
July 2013 - July 2018

- Installed adaptive equipment and driving aids to improve vehicle accessibility for people with limited mobility and wheelchair users
- Established a quick customer rapport and managed relationships carefully, securing a 78% repeat custom rate
- Performed routine maintenance on adaptive technologies to reduce fault development by an average of 23% per year
- Leveraged computerized diagnostic tools to detect problems and recommend practical solutions

## EDUCATION

Associate of Applied Science in  
Automotive Technology  
Bluegrass Community And Technical  
College, Lexington, KY  
September 2011 - June 2013

## KEY SKILLS

- Computer diagnostics
- Routine maintenance
- Adaptive equipment
- Customer service
- Leadership and mentoring
- Written and verbal communication

## CERTIFICATIONS

- Brake Repair Certification, August 2013