

Krystal Miller

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PROFILE

Enthusiastic and reliable newly-qualified automotive technician with specialized knowledge of brake assessment and repair. Strong understanding of specialized equipment and diagnostic computer systems. Collaborative worker with a talent for explaining complex mechanical problems to clients.

PROFESSIONAL EXPERIENCE

Automotive Technician Intern

Amerit Fleet Solutions, Bloomington, IN | January 2021 - Present

- Leverage diagnostic technologies to accurately assess vehicle performance and diagnose faults
- Collaborate with experienced technicians to generate effective solutions to issues arising in medium-duty fleet vehicles
- Carry out routine maintenance of cars and vans under supervision to ensure roadworthiness
- Communicate clearly with clients to explain vehicle diagnoses and proposed actions, achieving a 97% positive rating following feedback

Retail Associate

O'Reilly Auto Parts, Bloomington, IN | September 2020 - January 2021

- Updated the inventory management system to keep track of stock levels and placed orders for replenishments when required
- Maintained a detailed understanding of an evolving range of car and truck parts and communicated information clearly to customers
- Upsold promotional products and loyalty schemes, achieving the title of Seller of the Month in December 2020
- Performed cleaning and tidying duties and promptly dealt with potential health and safety hazards to protect colleagues and customers

EDUCATION

High School Diploma

Bloomington Graduation High,
Bloomington, IN
September 2020

Electives completed:

- Applied mathematics
- Auto body repair
- Auto mechanics
- Computer programming

KEY SKILLS

- Preventative maintenance
- Computerized diagnostics
- Error codes
- Safety inspections
- Pneumatic lifting equipment
- Brake work
- Written and verbal communication
- Teamwork

CERTIFICATIONS

- Automotive Service Technology Technical Certificate, Ivy Tech Community College, May 2021