

# Laketa Goudarzi

Automotive Service Technician

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📍 123 Elm Street, Lincoln, NE  
68508

## Education

### Diploma in Automotive Service Technology at Southeast Community College, Lincoln, NE

Aug 2017 - May 2022

Relevant Coursework: Engine Repair and Performance, Automotive Electronics and Electrical Systems, Suspension and Steering, Brake Systems, Heating and Air Conditioning, Manual and Automatic Transmissions, and Preventative Maintenance Techniques.

## Links

[linkedin.com/in/laketagoudarzi](https://www.linkedin.com/in/laketagoudarzi)

## Skills

Diagnostics

Troubleshooting

Engine Repair

Brake Systems

Suspension

Electrical Systems

HVAC Maintenance

## Languages

English

German

## Profile

Dedicated Automotive Service Technician with 1 year of experience in providing efficient and reliable vehicle maintenance and repair services. Proficient in diagnostics, troubleshooting, and preventive maintenance, while consistently delivering exceptional customer service. Strong commitment to safety and adherence to industry regulations and best practices. Eager to continue developing technical skills and contribute to a dynamic automotive service team.

## Employment History

### Automotive Service Technician at Baxter Auto Group, NE

Apr 2023 - Present

- Successfully diagnosed and repaired over 500 vehicles within a year, maintaining a high customer satisfaction rate of 95% and contributing to the team's overall efficiency at Baxter Auto Group, NE.
- Streamlined the repair process for complex issues, resulting in a 20% reduction in average repair time and increasing overall productivity for the service department.
- Played a key role in achieving a 30% increase in annual service revenue by upselling additional services and maintenance packages to customers, while maintaining a high level of trust and customer satisfaction.

### Apprentice Automotive Service Technician at Walker Tire & Auto Service, NE

Aug 2022 - Feb 2023

- Successfully completed 120 automotive repairs and maintenance tasks within the first six months, resulting in increased customer satisfaction and repeat business for Walker Tire & Auto Service.
- Diagnosed and repaired complex electrical issues in over 50 vehicles, reducing the average repair time by 30% and saving the company an estimated \$10,000 in labor costs.
- Implemented a new inventory management system for the workshop, leading to a 20% reduction in wasted materials and a 15% increase in overall efficiency.
- Received consistently positive feedback from customers, with a 95% satisfaction rate on post-service surveys, contributing to an overall improvement in the company's reputation and customer retention.

## Certificates

### Automotive Service Excellence (ASE) Certification

Sep 2021

### National Institute for Automotive Service Excellence (NIASE) Master Technician Certification

Mar 2020