

# Jasmen Fissette

Tire Center Technician

## Profile

As a Tire Center Technician with over a year of experience, I have been dedicated to providing exceptional service and expertise in tire maintenance and installation. My proficiency in performing tire rotations, balancing, and flat repairs, along with my strong diagnostic skills, allowed me to ensure the safety and longevity of customers' vehicles. I pride myself on my ability to communicate effectively with clients, providing them with comprehensive explanations of necessary services and recommendations for future maintenance. My commitment to safety, efficiency, and customer satisfaction has made me a valuable asset to my team and the company as a whole.

## Employment History

### Tire Center Technician at Tires Plus, FL

Jan 2023 - Present

- Successfully completed over 1,200 tire installations and alignments within one year, ensuring customer satisfaction and vehicle safety.
- Streamlined the tire inventory management system, reducing tire search time by 25% and increasing overall efficiency in the tire center.
- Implemented a new preventive maintenance program for tire center equipment, resulting in a 30% reduction in unexpected equipment downtime.
- Recognized as "Technician of the Month" three times within one year for consistently meeting and exceeding performance goals and providing exceptional customer service.

### Tire Center Technician Assistant at Goodyear Auto Service, FL

Jul 2022 - Nov 2022

- Successfully assisted in servicing over 1,500 vehicles in a year, helping the tire center maintain its reputation for efficient and high-quality service.
- Identified and resolved tire-related issues in 98% of customer vehicles brought in for service, leading to increased customer satisfaction and repeat business.
- Streamlined the tire installation process by implementing a new organization system for tools and equipment, resulting in a 15% reduction in service time per vehicle.
- Contributed to a 10% increase in annual sales by upselling additional tire services and products to customers, leveraging thorough knowledge of Goodyear's offerings and excellent customer service skills.

## Certificates

### Tire Industry Association (TIA) Certified Commercial Tire Service Technician

Oct 2021

### Automotive Service Excellence (ASE) T4 Brakes Certification

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## Education

### Certificate in Automotive Technology at Miami Lakes Technical College, Miami Lakes, FL

Sep 2018 - May 2022

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

## Links

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

## Skills

Tire installation

Tire balancing

Tire repair

Wheel alignment

Inventory management

Customer service

Safety procedures

## Languages

English

Japanese