

# Cheri Luescher

General Service Technician

## Profile

Dedicated General Service Technician with 1 year of experience providing efficient and reliable services in automotive repair and maintenance. Proficient in various diagnostic tools and equipment, with a strong focus on customer satisfaction and adherence to safety protocols. Quick learner with excellent problem-solving skills, committed to continuous professional growth and development.

## Employment History

### General Service Technician at Jiffy Lube, ME

May 2023 - Present

- Successfully completed over 1,500 oil changes, ensuring timely and efficient service for customers and maintaining a customer satisfaction rating of 95%.
- Streamlined inventory management processes, reducing waste by 20% and saving the company \$10,000 in annual expenses.
- Trained and mentored 10 new General Service Technicians, resulting in a 15% increase in overall team productivity and a reduction in training time by 25%.
- Implemented a new preventative maintenance program that increased customer retention by 30% and generated an additional \$5,000 in monthly revenue.

### Entry-Level General Service Technician at Sullivan Tire & Auto Service, ME

Jul 2022 - Mar 2023

- Successfully completed over 500 vehicle inspections and repairs within the first year of employment, ensuring customer satisfaction and adherence to safety standards.
- Streamlined the tire inventory management process by implementing an efficient tracking system, resulting in a 20% reduction in misplaced or lost tires and a 15% increase in overall productivity.
- Consistently received positive feedback from customers, leading to a 30% increase in repeat business and a 10% increase in referral clients for Sullivan Tire & Auto Service.

## Education

### Associate of Applied Science in Automotive Technology at Southern Maine Community College, South Portland, ME

Sep 2018 - May 2022

Relevant Coursework: Automotive Systems, Engine Performance, Electrical Systems, Suspension and Steering, Brake Systems, Automotive Heating and Air Conditioning, Manual and Automatic Transmissions, Vehicle Maintenance and Light Repair, and Automotive Technology Lab Practices.

## Certificates

## Details

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## Links

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

## Skills

Troubleshooting

Soldering

Circuitry Analysis

Software Installation

Network Configuration

Hardware Repair

System Diagnostics

## Languages

English

French

## Hobbies

Automotive restoration

Drone flying

Model building