

Earma Doan

Lube Technician

Profile

Dedicated Lube Technician with 1 year of experience in providing efficient and high-quality automotive services. Proficient in maintaining and repairing vehicle lubrication systems, performing inspections and recommending necessary adjustments. Demonstrates excellent customer service skills and a strong commitment to safety and compliance.

Employment History

Lube Technician at Jiffy Lube, NV

Mar 2023 - Present

- Successfully completed over 3,000 oil changes and routine vehicle maintenance services within a year, maintaining a high customer satisfaction rate of 95%.
- Implemented a new inventory management system that reduced waste by 15% and increased efficiency in the ordering process, resulting in a cost savings of \$10,000 annually.
- Trained and mentored four new Lube Technicians, improving overall team productivity by 20% and reducing employee turnover rate by 30%.
- Identified and resolved an ongoing issue with a specific vehicle model, leading to a 100% success rate in servicing that model and increasing customer loyalty from the owners of that vehicle type by 25%.

Entry-Level Lube Technician at Valvoline Instant Oil Change, NV

Aug 2022 - Jan 2023

- Successfully completed over 1,000 oil changes and routine vehicle maintenance tasks within the first six months of employment, consistently receiving positive feedback from customers and maintaining a 95% customer satisfaction rating.
- Efficiently diagnosed and repaired minor vehicle issues, resulting in a 30% increase in upsells of additional services and products for the Valvoline Instant Oil Change location.
- Actively participated in weekly team training sessions, leading to a 15% improvement in overall team productivity and contributing to the location's achievement of the "Top Performer" award within the NV region for three consecutive months.

Certificates

Automotive Service Excellence (ASE) Certification

Mar 2022

National Institute for Automotive Service Excellence (ASE) - Engine Repair Certificate

Sep 2020

✉ earma.doan@gmail.com

☎ (734) 834-3947

📍 123 Silver Lane, Las Vegas, NV 89123

Education

Certificate in Automotive Technology at Western Nevada College, Carson City, NV

Aug 2017 - May 2022

Relevant Coursework: Automotive Systems, Engine Repair, Electrical & Electronic Systems, Suspension & Steering, Brake Systems, Manual & Automatic Transmissions, Heating & Air Conditioning, and Automotive Service Management.

Links

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

Skills

Oil changing

Tire rotation

Brake inspection

Fluid replacement

Filter replacement

Lubrication application

Battery maintenance

Languages

English

Bengali