

# Landi Bonnichsen

Tire and Lube Supervisor

✉ [landi.bonnichsen@gmail.com](mailto:landi.bonnichsen@gmail.com)  
☎ (615) 380-1096  
📍 Buffalo, NY

## EDUCATION

High School Diploma in Automotive Technology at Alfred State College, Alfred, NY

Aug 2017 - May 2021

Relevant Coursework: Automotive Repair & Maintenance, Automotive Electrical Systems, Engine Performance & Diagnostics, Brakes & Suspension Systems.

## LINKS

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

## SKILLS

- Tire installation
- Automotive maintenance
- Customer service
- Inventory management
- Team leadership
- Problem solving
- Safety protocols

## LANGUAGES

- English
- Urdu

## HOBBIES

- Woodworking
- Gardening

## PROFILE

I am a Tire and Lube Supervisor with over two years of experience in the automotive industry. I have a deep understanding of automotive systems and components, as well as experience in managing staff and ensuring that operations run smoothly. I have a strong record of meeting service goals and providing excellent customer service. I am highly skilled in performing oil changes, tire rotations, and other maintenance services. I also have experience in managing inventories, training staff, and developing procedures. I am an excellent team leader with a passion for providing quality service.

## EMPLOYMENT HISTORY

- Tire and Lube Supervisor at Goodyear Tire & Rubber Co., NY**  
Oct 2022 - Present
  - Increased store productivity by 20% in 6 months: As Tire and Lube Supervisor at Goodyear Tire & Rubber Co., NY, I implemented a new process for ordering parts that allowed us to quickly identify shortages before they impacted production. This resulted in an increase of our shop's overall efficiency by 20%.
  - Improved customer satisfaction ratings from 75% to 95%: In order to improve the quality of service provided at this location, I began working closely with customers on their needs as soon as they walked into the door. After implementing a series of training sessions for my team members and improved communication protocols between staff and customers, we increased consumer satisfaction scores from 75% up to 95%, according to surveys conducted after each visit.
  - Successfully managed 4-person team: During my time overseeing operations at Goodyear Tire & Rubber Co., NY, I successfully led a four person team through daily tasks while maintaining high levels of safety standards within the workplace environment. My efforts ensured all employees were productive yet comfortable throughout their shifts which led directly towards meeting company goals on schedule without compromising employee morale or wellbeing.
- Tire and Lube Technician at Firestone Complete Auto Care, NY**  
Aug 2021 - Sep 2022
  - Increased customer satisfaction scores by 10% within the first 6 months of employment: As a Tire and Lube Technician at Firestone Complete Auto Care, I was able to increase our location's customer service score from 80% to 90%. This improvement in quality translated into more customers being satisfied with their experience.
  - Reduced average wait time for oil changes by 25%: Through efficient processes that focused on quick turnaround times, I reduced the amount of time it took for an oil change from 45 minutes down to 30 minutes. Customers were pleased with how quickly they received services compared before my improvements went into effect.
  - Upsold add-on products resulting in 20% higher revenue per transaction: By recommending additional items such as tire protection plans or filter replacements during each job ticket review process, I helped boost sales productivity and generate extra income for our shop while providing value added solutions to customers' needs.

## CERTIFICATES