

Aiden Tran

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SUMMARY

Dedicated Automotive Service Technician with three years of hands-on experience in diagnosing and repairing a wide range of vehicles. Proven ability to deliver high-quality service in fast-paced environments while maintaining efficiency. Strong communication skills facilitate clear explanations of technical issues to customers, ensuring understanding and satisfaction. Committed to safety, professionalism, and an organized workspace that fosters teamwork. Has effectively collaborated with parts departments to minimize delays and streamline service processes. Eager to contribute expertise to a dynamic team focused on customer-centric service and operational success.

EXPERIENCE

Automotive Service Technician

June 2024 - Present

TechMate Automotive

Minneapolis, MN

Responsible for diagnosing and performing repairs and maintenance on customer vehicles. Ensures quality standards and efficiency are met consistently. Successfully collaborates with the Parts Department to ensure timely availability of necessary components, enhancing operational workflows. Takes pride in clean workspaces and promotes professionalism throughout all interactions, directly impacting customer experiences. Gathers feedback from road tests, verifies repair effectiveness, and proposes recommendations for additional services.

- Diagnosed and performed repairs on customer vehicles, adhering strictly to industry quality standards.
- Achieved a notable increase in service efficiency through effective workflow management and prioritization.
- Collaborated closely with the Parts Department to expedite inventory availability, minimizing service delays.
- Conducted thorough post-repair road tests, ensuring customer satisfaction and repair validation.
- Engaged with Service Advisors for seamless communication regarding suggestions for additional repairs.
- Maintained a meticulously clean environment, enhancing the overall image and professionalism of the dealership.

Junior Automotive Technician

January 2023 - May 2024

AutoCare Center

St. Paul, MN

Assisted lead technicians with diverse vehicle repairs, gaining solid experience in automotive systems and customer service. Supported routine maintenance duties under supervision, which helped refine hands-on mechanical skills. Worked diligently on fostering strong interpersonal relationships to communicate effectively about repair needs with both customers and team members. Continuously maintained equipment optimally for safe and efficient service delivery while learning about advanced automotive technologies.

- Assisted senior technicians with diagnostics, cultivating a comprehensive understanding of a variety of automotive repairs.
- Performed routine maintenance tasks, such as oil changes and brake inspections, effectively supporting the team.
- Excelled in developing customer service relationships by clearly explaining repair details and ensuring transparency.
- Helped maintain organization within the workshop, which promoted prompt service provision and equipment safety.
- Participated in training sessions focused on emerging automotive technologies enhancing personal development.
- Received employee of the month recognition for exemplary dedication to both service quality and performances.

Apprentice Technician

June 2022 - December 2022

Precision Auto Repair

Minneapolis, MN

Supported experienced technicians in various repair projects, extending knowledge in engine diagnostics and electrical system troubleshooting. Enhanced practical skills by engaging with common shop tools and ensuring adherence to safety protocols. Among contributions included organizing parts, contributing positively towards workshop efficiency.

- Worked alongside senior technicians to troubleshoot challenging electrical systems and engine diagnostics.
- Gained familiarity in using essential automotive repair tools while learning industry best practices.
- Played a role in better inventory organization which improved parts accessibility.
- Contributed effectively to team goals by completing designated tasks in a timely manner.
- Initiated customer service engagements, improving foundational skills in conveying repair requirements.
- Demonstrated an unwavering commitment to continuous learning through proactive participation in workshops.

LEADERSHIP & AWARDS

- Achieved Employee of the Month at AutoCare Center for exceptional service performance.
- Recognized for consistent contribution to team efficiency and customer satisfaction efforts.

EDUCATION

High School Diploma

Minneapolis High School GPA: NA

2022

Minneapolis, MN

Coursework: General Studies, Automotive Technology, Mathematics, Communication

CERTIFICATIONS

- Ford Certification Training 2025
- Automotive Service Excellence (ASE) Certification in Brakes 2026

TECHNICAL SKILLS

- Diagnostic Tools:** OBD-II Scanners, Multimeters, Compression Testers
- Repair Equipment:** Wrenches, Screwdrivers, Torque Wrenches
- Maintenance Techniques:** Oil Changes, Brake Checks, Tire Rotations
- Electrical Systems:** Battery Services, Wiring Repairs, Light Replacements
- Shop Safety Standards:** PPE Use, Safe Equipment Handling, Environmental Regulations
- Communication Skills:** Client Interaction, Technical Writing, Instruction Delivery
- Customer Service:** Conflict Resolution, Client Education, Satisfaction Assurance
- Industry Knowledge:** Latest Technologies, Best Practices, Manufacturer Specifications
- Data Management:** Documentation, Inventory Logging, Purchase Ordering
- Training Programs:** Mentorship Activities, Team Workshops, Skill Elevation Sessions

SKILLS

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|------------------------|-------------------------|------------------------------------|-------------------------|
| Automotive Diagnostics | Time Management | Electrical Systems Troubleshooting | Service Advising |
| Repair and Maintenance | Technical Communication | Engine Performance | Workflow Prioritization |
| Customer Service | Inventory Management | Suspension Systems | Safety Protocols |
| Team Collaboration | Brakes Repair | Heating and Air Conditioning | Professionalism |

PROFESSIONAL AFFILIATIONS

- Member of Local Mechanics Union.
- Completed Ford Certification Training to elevate skill set.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST