

PROFESSIONAL SUMMARY

Skilled roadside assistance technician with experience delivering emergency automotive support in both urban and remote areas. Strong background in diagnosing minor mechanical problems on-site, calming distressed drivers, and resolving breakdowns quickly and professionally.

EDUCATION

High School Diploma

Green Mountain High School | Lakewood, CO
| Graduated 2018

Certifications

- Defensive Driving Certification – National Safety Council | 2024
- First Aid & CPR – American Red Cross | 2023
- ASE Entry-Level Certification in Maintenance & Light Repair | 2022

SKILLS

- Tire replacement and pressure checksExpert
- Battery testing and replacementExpert
- Lockout assistance using safe entry toolsExpert
- Emergency fuel deliveryExpert
- Basic mechanical troubleshootingExpert
- Flatbed operation (non-commercial)Expert
- Digital dispatch system familiarityExpert
- GPS navigation and route optimizationExpert
- First aid in roadside situationsExpert

EXPERIENCE



2020 - Now

Roadside Assistance Technician
Rapid Response Auto Services / Denver, CO

- Respond to 12–15 vehicle emergencies daily across metro and suburban routes, minimizing customer wait times through efficient navigation.
- Resolve lockouts, flat tires, dead batteries, and fuel shortages with a consistent 98% satisfaction rating on post-service surveys.
- Document vehicle conditions and services provided using internal tablet system to maintain records and ensure transparency.
- Assist new hires in safety protocol training and proper use of equipment during field calls.



2018 - 2020

Automotive Assistant
Foothills Auto Repair / Lakewood, CO

- Supported lead mechanics in diagnosing basic vehicle issues and conducting preventative maintenance.
- Handled customer intake and provided preliminary service estimates based on vehicle symptoms.
- Helped manage the shop's inventory of roadside tools and assisted with basic repairs.
- Shadowed senior technicians on field assignments and performed tire replacements and battery tests.

VOLUNTEER WORK



Community Auto Safety Workshop Presenter

- Hosted monthly workshops on basic car maintenance and roadside safety for new drivers.
- Partnered with local high schools to deliver hands-on training to teen drivers.