

PROFESSIONAL SUMMARY

Friendly and proactive Roadside Assistance Tow Truck Driver with experience in providing emergency services. Specializing in light to medium vehicles, I excel at handling tire changes, jump-starts, fuel delivery, and minor repairs, ensuring customers get back on the road safely and quickly.

EDUCATION

High School Diploma

Miami Senior High School, Miami, FL
Graduated: June 2016

Certifications

- CDL Class B License, Florida | Issued: June 2018
- Roadside Assistance and Vehicle Recovery Certification, Roadside Assistance Network | Issued: March 2022
- First Aid and CPR Certified | Issued: January 2020

SKILLS

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| Roadside assistance services (tire changes, fuel delivery, jump-starts) | Expert |
| Customer service excellence | Expert |
| Vehicle recovery techniques | Expert |
| Basic automotive repairs | Expert |
| Safety and regulatory compliance | Expert |
| GPS route planning | Expert |
| Mechanical troubleshooting | Expert |
| Conflict resolution | Expert |
| Stress management | Expert |
| Attention to detail | Expert |

EXPERIENCE

2019 - Now

Roadside Assistance Tow Truck Driver

Coastline Towing and Roadside Assistance / Miami, FL

- Provide emergency roadside assistance services, including tire changes, battery jump-starts, and fuel delivery, primarily to light and medium-duty vehicles.
- Work closely with dispatchers to respond to calls and provide ETA updates to customers in a timely manner.
- Perform minor mechanical repairs and ensure vehicles are safe to drive before transport.
- Maintain professional communication with customers, ensuring they are informed throughout the service process.

2017 - 2019

Roadside Assistance Technician

Fast Lane Towing / Fort Lauderdale, FL

- Delivered emergency roadside assistance services, focusing on vehicles in distress due to flat tires, dead batteries, and out-of-gas situations.
- Managed a fleet of service vehicles, ensuring they were equipped with all necessary tools for effective roadside assistance.
- Provided accurate invoicing and reporting for all completed services.
- Worked with local auto repair shops to arrange for more complex repairs when necessary.

ADDITIONAL INFORMATION

Active member of the Florida Tow Truck Association, participating in regular training and certification programs to stay up-to-date on industry best practices.