




John Bergsen

Master automotive technician with a strong education, including a Bachelor of Science in automotive technology and mechanical engineering. Demonstrated success in diagnosing and repairing complex mechanical issues, training junior technicians, and ensuring quality control in major transportation companies.

CONTACT

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 LinkedIn | Portfolio

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KEY SKILLS

- Automotive systems troubleshooting
- Customer service and relations
- Diagnostic tools and equipment
- Junior technician training
- Quality control

PROFESSIONAL EXPERIENCE

Senior Automotive Technician | FedEx, San Francisco, CA | June 2019 – Present

- Diagnosed and repaired complex mechanical issues in FedEx's fleet of vehicles, reducing vehicle downtime by 30%
- Trained and mentored a team of five junior technicians to improve their diagnostic accuracy by 25%
- Established new quality control process that improved overall repair and maintenance work by 20%

Automotive Technician | UPS, Tucson, AZ | January 2018 – May 2019

- Used advanced diagnostic tools to find and solve mechanical issues in UPS vehicles, improving vehicle performance and reliability
- Repaired and maintained diverse vehicle models, ensuring compliance with all safety and performance standards
- Provided quality service to internal stakeholders, earning consistent positive feedback for expertise and professionalism

EDUCATION

Bachelor of Science in Automotive Technology
Ferris State University, Michigan | June 2016

Bachelor of Science in Mechanical Engineering
Massachusetts Institute of Technology, Massachusetts | May 2015

Associate of Applied Science in Automotive Technology
Universal Technical Institute, Arizona | January 2012

PROFESSIONAL DEVELOPMENT

National Institute for Automotive Service Excellence

- Advanced Level Specialist Certification (L1)
- Automotive Service Excellence Certification (ASE)
- Certified Master Automobile Technician (CMAT)