

SM

Susan Moore

Mechanic

ASE World Class Technician and shop foreman with 18 years across heavy-line, drivability, and hybrid/EV work. Lead diagnostician on the toughest tickets and the person dealers send writers to for second opinions. Builder of training plans that have moved 7 helpers to certified B-level techs.

Location

Albuquerque, NM

Phone

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Email

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Education

AAS, Automotive Technology,
Central New Mexico Community
College, 2007

ASE World Class Technician (22
certifications including A1-A9, L1,
L3, X1)

Honda PACT Master Technician;
EPA Section 609; NM Master
Inspector

Key Skills

- Advanced drivability and L1 diagnostics
- Hybrid and EV high-voltage service (L3)
- Light-duty diesel repair
- Automatic transmission R&R and rebuild oversight
- Shop floor dispatch and QC
- Warranty submission review
- Apprentice curriculum design
- Factory scan tools (HDS, ISTA, IDS, Tech 2)
- Snap-on Zeus, Pico scope, smoke machine
- Mitchell1, AllData, IATN

Professional Experience

Shop Foreman / Master Technician, Sandia Auto Group, Albuquerque, NM

2019 - Present

- Lead a 9-tech floor producing 1,850+ flat-rate hours per month across two service drives
- Own all diagnostic redirects and second-look tickets, resolving 92% without escalation to factory hotline
- Cut shop comeback rate from 7.4% to 2.1% over 14 months through QC checklist and torque audits
- Built a 12-week apprentice curriculum that moved 7 helpers into billable B-tech roles
- Approve all warranty submissions for accuracy before service manager signoff

Master Automotive Technician, Riverbend Honda, Rio Rancho, NM

2014 - 2019

- Carried the heavy-line book: transmissions, head gaskets, hybrid battery service on Civic, Accord, and Insight
- Averaged 215 flat-rate hours per month over five consecutive years
- Completed Honda PACT Master Technician and IATN hybrid/EV coursework
- Mentored 4 apprentices, three of whom earned ASE Master before leaving the shop
- Liaised with Honda techline on three regional bulletins for transmission shudder concerns

Senior Technician, High Desert Diesel & Auto, Santa Fe, NM

2010 - 2014

- Diagnosed and repaired light-duty diesel and gas pickups (Powerstroke, Cummins, Duramax)
- Rebuilt 30+ injectors and high-pressure fuel pumps with zero comebacks
- Set up the shop's first scan tool library and AllData subscription workflow
- Trained writers to translate diagnostic findings into customer-friendly estimates

Automotive Technician, Mesa View Auto Repair, Las Cruces, NM

2007 - 2010

- Performed full-service repair on domestic and Asian platforms
- Earned ASE A1-A8 within 30 months of starting
- Built repeat-customer base through clear inspection write-ups and honest declines
- Promoted to senior tech in 2009 after consistently leading the bay in billed hours

- Flat-rate book optimization
- Techline and bulletin liaison