



Gregory Morris

Mechanic

Journey-level technician with 6 years across dealership and independent shops, ASE certified in 6 categories. Strong drivability and electrical diagnostician with a steady flat-rate book. Trusted with diagnostic dispatch on tough no-codes and intermittent concerns.

CONTACT INFORMATION



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Charlotte, NC 12345

EDUCATION

AAS, Automotive Systems Technology,
Central Piedmont Community College,
2019

ASE Certified: A1, A4, A5, A6, A7, A8

EPA Section 609; NC State Inspector

KEY SKILLS

- European platform diagnostics (BMW, VAG, MB)
- Drivability and emissions
- CAN, LIN, and FlexRay network troubleshooting
- Hybrid system service
- Timing chain and valve train repair
- Snap-on Zeus, Autel, ISTA, ODIS
- Flat-rate productivity 130%+
- Customer-facing write-ups
- Mentoring junior techs

PROFESSIONAL EXPERIENCE

AUTOMOTIVE TECHNICIAN (B-LEVEL) | CARDINAL IMPORT SERVICE,
CHARLOTTE, NC

2022 – PRESENT

- Average 52 billed hours per week on BMW, Audi, and Mercedes-Benz across maintenance and repair tickets
- Run diagnostic dispatch on intermittent CEL, MIL, and electrical concerns using ISTA and ODIS
- Complete timing chain, valve cover, and oil separator R&R on N20, N55, and EA888 engines
- Achieved 96% customer satisfaction on follow-up surveys over the past 12 months
- Train two helpers on factory scan tool workflow and torque-to-yield procedures

SERVICE TECHNICIAN I | PIEDMONT TOYOTA, GASTONIA, NC

2019 – 2022

- Handled express, brake, suspension, and hybrid system service on Camry, RAV4, and Prius
- Completed Toyota TCUV reconditioning inspections with a 1.2% rejection rate at QC
- Earned Toyota Pro Technician status within 26 months
- Wrote clear story-cause-correction notes that reduced warranty rework requests