# Ashley Nguyen

## Automotive Service Technician

Automotive service technician with 4 years in high-volume service lanes, completing 30+ repair orders a week. Follows factory repair and service procedures with electronic diagnostic equipment for brake repair, steering and suspension, A/C service and electrical diagnosis. ASE certified in brakes and in suspension and steering.


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Nashville, TN

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## Experience

### Automotive Service Technician

08/2023 - Present

Music City Auto Group

Nashville, TN

Dealership service department with 30 bays.

- Complete **30+** repair orders a week, from brake repair to front-end rebuilds, at 115% efficiency.
- Diagnose electrical faults with scan data and wiring diagrams, cutting average troubleshooting time by 20 minutes a ticket.
- Perform A/C service, including leak tests and compressor replacements, on 6 vehicles a week in summer.
- Write clear repair notes in the dealer system so advisors can quote added work, with 100% of tickets closed same day.

### Lube and Tire Technician

06/2022 - 07/2023

Cumberland Tire & Service

Murfreesboro, TN

Six-bay tire and maintenance shop.

- Handled tire service, oil changes and multi-point inspections on 20+ vehicles a day.
- Flagged worn brake, steering and suspension parts during inspections, adding $1,500 in approved work a week.
- Trained 2 new hires on lift points and torque procedures through hands-on teamwork in the bays.

## Certificates

### ASE A4 Suspension and Steering

2023

National Institute for Automotive Service Excellence (ASE)

### ASE A5 Brakes

2023

National Institute for Automotive Service Excellence (ASE)

## Skills

- Electronic Diagnostic Equipment
- Repair and Service Procedures
- Brake Repair
- Steering and Suspension
- A/C Service
- Electrical Diagnosis
- Tire Service
- Multi-Point Inspections
- Customer Service
- Teamwork

## Education

### Certificate

05/2022

Tennessee College of Applied Technology - Nashville

Nashville, TN

Automotive Technology