

Kayla Brooks

EXPRESS TECHNICIAN

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SUMMARY

Express technician with 1 year in a dealership express lane, finishing 15+ oil changes, tire rotations and quick services a day within the 45-minute promise time. Works safely with power tools and common hand tools, documents multi-point inspections on a tablet and keeps customer service in front of every ticket.

SKILLS

Other Skills: Oil Changes, Tire Rotations, Wiper and Filter Replacement, Battery Tests, Multi-Point Inspections, Power Tools, Common Hand Tools, Electronic Diagnostic Equipment, Customer Service, Time Management

EXPERIENCE

Express Technician

10/2025 - Present

Derby City Auto Mall

Louisville, KY

Dealership express service lane with 4 bays.

- Complete **15+** express services a day, including oil changes, tire rotations and wiper and filter replacement.
- Meet the 45-minute promise time on 95% of tickets through time management between 2 express bays.
- Run battery tests and code reads with electronic diagnostic equipment, sending 3-4 vehicles a day to the main shop.
- Document multi-point inspections with photos so advisors can show customers worn parts before approval.

Crew Member

03/2024 - 09/2025

Bardstown Road Pizza Co.

Louisville, KY

Busy neighborhood pizzeria, part-time evenings.

- Prepared 120+ orders a shift during peak hours while keeping ticket times under 15 minutes.
- Trained 4 new crew members on station setup and food safety.
- Handled cash and card payments for 80 guests a night with a balanced drawer every close.
- Completed the closing checklist 3 nights a week, including prep counts and line cleaning for the morning crew.

EDUCATION

High School Diploma

05/2024

Jeffersontown High School

Louisville, KY

CERTIFICATES

Automotive Tire Service (ATS) Certification

Tire Industry Association

12/2025