

Raymond Castillo

MASTER TECHNICIAN

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Summary

ASE master technician with 9 years of dealership experience and the L1 advanced engine performance certification. Takes the shop's hardest electrical diagnosis, network diagnostics and drivability jobs, handles module programming and ADAS calibration, and completes warranty repairs to factory standards, delivering 55+ flagged hours a week.

Skills

- Electrical Diagnosis • Electronic Diagnostic Equipment • Engine Performance • Network Diagnostics
- Module Programming • ADAS Calibration • HVAC • Warranty Repairs • Customer Service • Problem-Solving

Experience

Master Technician 03/2021 - Present
Bayou City Motors Houston, TX

Franchise dealership with 40 technicians.

- Deliver **55+** flagged hours a week on diagnostics, engine repair and warranty repairs with a comeback rate under 1%.
- Diagnose intermittent electrical and CAN network faults with oscilloscopes and electronic diagnostic equipment, fixing 90% on the first visit.
- Program and calibrate control modules, ADAS cameras and radar on 20 vehicles a month.
- Mentor 3 junior technicians on wiring diagrams and problem-solving; 2 passed ASE A6 within a year.

Automotive Technician 06/2017 - 02/2021
Clear Lake Auto Group Pasadena, TX

Franchise dealership service department.

- Repaired engine performance, HVAC and hybrid system faults, averaging 45 flagged hours a week.
- Rebuilt 25 engines and replaced 60 timing chains with no warranty returns.
- Wrote clear repair stories for 1,000+ warranty claims a year, with a 99% approval rate.
- Met with customers on repeat concerns with customer service that kept the shop's CSI at 94%.

Education

Associate of Applied Science 05/2017
San Jacinto College Pasadena, TX
Automotive Technology

Certificates

ASE Master Automobile Technician 2021
National Institute for Automotive Service Excellence (ASE)

ASE L1 Advanced Engine Performance Specialist 2023
National Institute for Automotive Service Excellence (ASE)