Shawn Gallagher

MOBILE SERVICE TECHNICIAN

Bakersfield, CA • (661) 555-0128 • shawn.gallagher@email.com • linkedin.com/in/shawngallagher

SUMMARY

Mobile service technician with 5 years of field repair on diesel trucks, tractors and construction equipment across Kern County. Runs a fully stocked service truck, handling 6-8 customer calls a day from diagnosis to repair. Strong time management and customer service, with a 4.9 average rating from customers on job feedback.

SKILLS

- Field Diagnostics
- Diesel Engines
- Hydraulic Systems
- Electrical Systems
- Diagnostic Software
- Welding
- Preventative Maintenance
- Service Truck Operation
- Customer Service
- Time Management

EXPERIENCE

Mobile Service Technician 02/2023 - Present

Kern Valley Equipment Service Bakersfield, CA

Field service provider for farms, oil field contractors and trucking companies.

- Complete **6-8** field service calls a day on diesel engines, hydraulic systems and electrical systems.
- Diagnose breakdowns on site with a laptop, scan tools and diagnostic software, fixing 85% of units on the first visit.
- Drive and maintain a company service truck with crane and air compressor across a 120-mile territory with zero accidents.
- Repair cracked frames, implements and buckets by welding in the field, saving customers tow costs averaging $1,200 per job.
- Advise customers on repair options and costs before work starts, keeping a 4.9 of 5 customer rating.

Shop Technician 05/2021 - 01/2023

Central Valley Tractor and Truck Delano, CA

Agricultural equipment dealer shop with 12 technicians.

- Repaired tractors, harvesters and pickups, averaging 38 billed hours a week.
- Performed pre-season preventative maintenance on 150+ customer machines each spring.
- Organized the parts room and service truck stock, reducing parts runs by 30%.

EDUCATION

Certificate 05/2021

Bakersfield College Bakersfield, CA

Agriculture Mechanics and Diesel Technology

CERTIFICATES

Commercial Driver's License, Class B
California Department of Motor Vehicles
01/2023

NCCCO Service Truck Crane Operator
National Commission for the Certification of Crane Operators
04/2023

ASE Certified, Medium-Heavy Truck Diesel Engines (T2)
National Institute for Automotive Service Excellence
09/2022