

Samuel Whitaker

Senior Master Technician

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SUMMARY

Senior master technician with 10 years of dealership diagnostics and ASE Master, L1 and L3 certifications. Owns hybrid and EV repairs, ADAS calibration and module programming across all automotive systems, works independently on the shop's hardest jobs and delivers 60+ flagged hours a week.

SKILLS

Automotive Systems • Diagnostic Tools and Equipment • Electrical Diagnosis • Hybrid and EV Systems
ADAS Calibration • Module Programming • Warranty Repairs • Engine Repair • Problem-Solving
Customer Service

EXPERIENCE

Senior Master Technician

02/2021 - Present

Sunshine State Auto Group

Orlando, FL

Franchise dealership with 50 technicians.

- Deliver **60+** flagged hours a week on electrical diagnosis, engine repair and hybrid work with comebacks under 1%.
- Repair hybrid and EV systems, including high-voltage batteries and inverters, on 8 vehicles a month.
- Perform ADAS calibration for cameras and radar after 40+ windshield and collision jobs a month.
- Resolve escalated cases with the factory technical hotline using diagnostic tools and equipment, closing 95% on first submission.

Master Technician

06/2016 - 01/2021

Lake Nona Motors

Orlando, FL

Franchise dealership service department.

- Programmed control modules and completed warranty repairs on 20 vehicles a week to factory procedures.
- Diagnosed network and charging faults with scope and scan data, cutting diagnostic time by 25%.
- Coached 4 technicians on wiring diagrams with patient problem-solving; all 4 passed ASE A6.

EDUCATION

Associate of Science

05/2016

Valencia College

Orlando, FL

Automotive Service Technology

CERTIFICATES

ASE Master Automobile Technician

National Institute for Automotive Service Excellence (ASE)

2019

ASE L1 Advanced Engine Performance Specialist

National Institute for Automotive Service Excellence (ASE)

2020

ASE L3 Light Duty Hybrid/Electric Vehicle Specialist

National Institute for Automotive Service Excellence (ASE)

2023