

Ethan Caldwell

Service Technician

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SUMMARY

Service technician with 4 years at franchise dealerships in the Nashville area, holding 5 ASE certifications. Uses electronic diagnostic equipment for engine diagnostics, electrical steering and driver-assist faults, completes warranty repairs to factory specs, and gives service advisors honest time estimates for added work.

EXPERIENCE

Service Technician

04/2024 - Present

Music City Motors

Nashville, TN

Franchise new-car dealership with a 22-bay service department.

- Complete about **14** repair orders a day, producing 48 flagged hours per week on average.
- Diagnose engine, electrical steering and network faults with electronic diagnostic equipment and factory scan tools.
- Perform warranty repairs to manufacturer specifications with a 98% claim approval rate.
- Report added repair needs to service advisors with photos and time estimates, adding \$9K a month in approved work.

Lube and Light Repair Technician

08/2022 - 03/2024

Cumberland Auto Group

Franklin, TN

Used and new vehicle dealership with a 12-bay quick service lane.

- Performed **25** oil changes, tire rotations and multipoint inspections a day in the quick lane.
- Replaced brake systems parts, struts and suspension components and ran alignments on 10 vehicles a week.
- Moved up to light repair in 9 months after passing 3 ASE tests.
- Recorded findings and parts in the dealer management system with clear notes for advisors.

SKILLS

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|-----------------------------------|-------------------------------|-----------------------|
| • Electronic Diagnostic Equipment | • Brake Systems | • Customer Service |
| • Engine Diagnostics | • Suspension and Alignment | • Attention to Detail |
| • Electrical Steering | • Scan Tools | |
| • Warranty Repairs | • Basic Computer Competencies | |

EDUCATION

Diploma

07/2022

Tennessee College of Applied Technology - Nashville
Automotive Technology

Nashville, TN

CERTIFICATES

ASE Certified Automobile Technician (A1, A4, A5, A6, A8)

05/2025

National Institute for Automotive Service Excellence