JULIAN MERCER

AUTOMOTIVE TECHNICIAN

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PROFESSIONAL SUMMARY

Automotive Technician with 3+ years diagnosing and repairing passenger vehicles in fast-paced service centres. Finds root causes with scan tools and test procedures, explains repairs plainly to customers, and gets cars back on the road right.

PROFESSIONAL EXPERIENCE

Automotive Technician Apr 2025 - Present
Firestone Complete Auto Care, Nashville, TN

- Diagnose check engine lights, brake noise, and steering problems with scan tools and test procedures on 8 to 10 vehicles a day.
- Complete engine repairs including timing components, gaskets, and sensors with a comeback rate under 2% over the past year.
- Write clear repair notes and photos for service advisors, which helped raise the share of approved repair estimates by 10%.
- Perform brake, suspension, and alignment work to specification and road test every vehicle before it is released to the customer.
- Keep the stall and special tools organized and calibrated so scheduled jobs start on time without waiting for equipment.
- Coached two lube technicians on inspection checklists, and they now find safety items on most of the vehicles they service.
- Explain recommended repairs to customers in plain terms with the old parts shown, which cut declined work caused by confusion.

Lube and General Service Technician Jun 2023 - Mar 2025
Pep Boys, Philadelphia, PA

- Performed oil changes, tire rotations, and multipoint inspections on 15 vehicles a day while keeping quality checks consistent.
- Replaced batteries, belts, and wiper components and tested the charging system before every battery sale to avoid repeat visits.
- Moved up to general repair after passing two ASE certifications and took on brake and suspension jobs by the end of year one.
- Cut average bay time for brake jobs from 90 to 70 minutes by staging parts and tools in advance of each vehicle.
- Spotted worn tie rods and leaking axle seals during inspections, which helped customers avoid failures on the road.
- Followed shop safety and waste disposal rules and passed every district audit while on the service team.
- Learned alignment equipment and tire balancing from senior technicians and soon handled these jobs without supervision.

CORE SKILLS

Vehicle diagnostics | Engine repair | Brake service | Suspension and steering | Scan tools | Electrical testing | Preventive maintenance | Wheel alignment | Multipoint inspections | Repair documentation | Customer communication | Shop safety | Tire service | Time management

EDUCATION

Diploma in Automotive Technology, Universal Technical Institute, Exton, PA

CERTIFICATIONS

ASE Brakes (A5) Certification | ASE Suspension and Steering (A4) Certification | EPA Section 609 Certification