JULIAN MERCER

FLEET MANAGER

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PROFESSIONAL SUMMARY

Fleet Manager with 12+ years overseeing commercial vehicle maintenance, compliance, and replacement for fleets of 150 to 400 units. Lowers cost per mile through preventive maintenance and lifecycle planning, and keeps DOT audits clean. Leads technicians, dispatchers, and vendors toward high vehicle uptime.

PROFESSIONAL EXPERIENCE

Fleet Manager Apr 2021 - Present
Ryder System, Miami, FL

- Manage a customer fleet of 260 tractors and straight trucks, leading 14 technicians and two shop coordinators across two locations.
- Raised fleet uptime from 92% to 96% by moving to scheduled preventive maintenance windows and stocking high-use parts.
- Cut maintenance cost per mile by about 8% by reviewing repeat repairs in the telematics data and replacing chronic problem units.
- Prepared the fleet for DOT audits, keeping inspection records and driver qualification files complete across three consecutive reviews.
- Build the annual replacement plan with the customer's finance team, retiring 35 units that had passed their economic life.

Fleet Maintenance Supervisor Mar 2018 - Mar 2021

- Supervised a 9-technician shop and scheduled about 120 repair orders a week to hit promised release times.
- Cut vehicle downtime on brake and air system repairs by setting up a parts kit program with the supplier.
- Coached technicians on ASE preparation and saw five earn new certifications.
- Negotiated a tire and brake supply contract that held unit costs flat over two years despite rising market prices.
- Reduced roadside breakdowns by 15% by adding a pre-trip inspection review to the daily shop meeting.

Account Fleet Coordinator Jun 2015 - Feb 2018
Enterprise Fleet Management, Fort Lauderdale, FL

- Handled maintenance approvals, licensing, and registrations for about 180 leased vehicles for business customers.
- Negotiated repair estimates with vendors, saving customers an average of 6% on out-of-warranty work.

Service Advisor Jul 2013 - May 2015
Penske Truck Leasing, Doral, FL

- Wrote up service orders, kept customers informed on repair status, and tracked parts delays for the shop supervisor.
- Closed out about 40 invoices a week accurately and reduced billing disputes through clear estimate notes.

CORE SKILLS

Fleet maintenance planning | Preventive maintenance programs | DOT and FMCSA compliance | Telematics and fleet software | Lifecycle and replacement planning | Cost per mile analysis | Technician supervision | Parts and vendor management | Fuel management | Driver safety programs | Budget management | Uptime reporting | Warranty recovery

EDUCATION

Bachelor of Business Administration, Florida International University, Miami, FL

CERTIFICATIONS

Certified Automotive Fleet Manager (CAFM), NAFA Fleet Management Association | OSHA 30-Hour General Industry