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| Michael Johnson | | |
| Summary  Experienced automotive technician with over 10 years in the industry, specializing in diagnostics and advanced repairs. Known for leadership skills and a commitment to maintaining the highest standards of quality and safety.  Work Experience  **Lead Automotive Technician Feb 2017 – Present**  Premier Auto Works Los Angeles, CA   * Led a team of 5 technicians in diagnosing and repairing complex automotive issues, increasing overall shop efficiency by 30%. * Developed and implemented training programs for new hires, resulting in a 15% reduction in onboarding time.   **Senior Mechanic Aug 2012 – Jan 2017**  Top Gear Auto Repair Los Angeles, CA   * Oversaw the repair process for high-end vehicles, ensuring compliance with manufacturer specifications and achieving a 98% customer retention rate. * Implemented cost-saving measures that reduced operational expenses by 20% without sacrificing service quality.   Education Bachelor of Science: Automotive Engineering Jan 2012 *University of Southern California**Los Angeles, CA*  certifications   * Automotive Service Excellence (ASE) Master Technician – ASE – 2015 | Contact  (555) 555-5555  michael.johnson@example.com  Los Angeles, CA 90001  Skills  Advanced diagnostics  Hybrid vehicles  Team leadership  Mentoring  Quality control  Technical training  Customer service excellence  Project management  Cost reduction strategies  Safety regulations adherence |