Brendan Ward

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# Objective

Dedicated, hardworking customer service professional and general service technician who possesses five years of service and repair experience. Experienced in defining and analyzing customer requests to resolve issues accurately and quickly with high first contact resolution rates. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.

# Experience

## Robert’s Smog Test Only *Manager and Smog Technician* (March 2013- 2015)

Managed and operated a single bay test only center. Single handedly provided customer service along with billing local business accounts. Maintained upkeep of facility as well as equipment and tools.

## Bird Family *General service technician* (March 2015- December 2016)

Diagnosed minor vehicle malfunctions and recommend appropriate repair. Road- test vehicles to ensure quality or repair and maintenance. Maintain communication with management to ensure awareness of mechanical repair problems. Services included and ranged from: Oil and filter changes, Coolant, Transmission, Brake fluid services, A/C service, tires and brakes, and alignments.

## Temecula Valley Toyota *Lube Technician* (January 2016- October 2017)

Serviced vehicles which included rotating and changing tires, performing multi-point inspections, changing automotive fluids, assessing the batteries and bulbs. Inspected the oil, tire pressure and condition, filters, windshield wiper fluid, power steering fluid, brake fluid, transmission and differential fluids, and engine coolant. Have Continuously learned new technical information and techniques in formal training sessions in order to stay informed with rapidly changing automotive technology.

## John Hine of Temecula *Quick Service Team Leader* (October 2017- August 2018)

Manage and perform duties required by dealership management to ensure proper maintenance services are being executed. This includes oil changes, filter replacements, tire services, full inspections, minor warranty and recall repairs, maintaining shop equipment, managing a team of 6 employees, and being a direct line of communication to upper management.

## Utility Design Services Inc. *Research & locating Technician/GIS Technician* (August 2018- current)

Collected research data, verified and maintained data entry (mapping, Images) for current and future projects/ clients. Through effective communication, I was able to perform all assigned responsibilities with minimal supervision while assisting in administrative duties. Currently have knowledge of GIS systems, pull FIMS, and can communicate professionally with city offices/ public works facilities.

I have been promoted to GIS Technician tasked primarily with staking jobs, and minor topo as a Southern California Edison contractor. Have experience using GeoMax GPS paired with X-Pad Ultimate, along with some basic knowledge using a Ranger data collector, and an understanding of work place safety in the field whether it's on a busy street/highway, hiking in the mountains, or working in the desert.

# Education

Mount San Jacinto Community College 2010-2011

# Awards and Acknowledgements

* Leadership- communication styles & resolving conflict certification
* Basic understanding of surveying, topo, and staking
* Smog test and repair
* ASE certification- A8, A6, L1
* MACS AC Servicing license