

Dylan Graf

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Work Experience

Automotive Technician / Auto Body Technician

Tom Kadlec Honda - Rochester, MN
December 2020 to April 2022

Automotive Service Advisor

Fleet Farm - Rochester, MN
April 2020 to October 2020

1. Answer phones promptly and courteously, adhering to service scripts.
2. Schedule service appointments for customers.
3. Establish a working knowledge of Fleet Farm's entire line of tires, parts and accessories.
4. Promote and sell automotive products and services that meet customer needs.
5. Develop service estimates by costing materials, supplies and labor, and calculating customer's payment.
6. Occasionally, perform basic maintenance duties such as changing oil, checking fluids, installing batteries, mounting and balancing tires.
7. Assist customers with all questions and handle all customer issues. Always provide superior customer service.
8. Assist in preparations for events and promotions.
9. Ensure all services are completed with a high degree of quality and meets the needs of the customer.

Tire Technician

Discount Tire - Rochester, MN
August 2019 to April 2020

- Installs new tires and wheels
- Performs maintenance on tires, including rotations, balancing, and repairs
- Participates in hands-on and classroom-style training
- Follows safety procedures and company policies while performing job duties
- Conducts basic maintenance and cleaning
- Provides helpful, friendly, and responsive customer service

Education

High school diploma

John Marshall High School - Rochester, MN
2016 to 2021

Skills

- Auto Body Repair
- Vehicle Maintenance
- Buffing
- Automotive Repair
- Mechanic Experience
- Auto Painting
- Mechanical Knowledge
- Automotive Diagnostics
- Suspension
- Transmissions
- Oil Change
- Auto Estimating
- Brake Repair
- Tire Service
- Equipment Repair