

John Mertz Jr

Assistant Manager/ Service Specialist

Fort Collins, CO 80528

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Authorized to work in the US for any employer

Work Experience

General Service Technician

Pike's Auto Care Center - Windsor, CO

January 2023 to Present

General services for cars and light duty trucks. From oil changes, to transmission pan gaskets and filters. From Brakes to headlights, to complete wheel and tire packages. Everything except major collision repair and paint (which I've done a few things, on my own, in those 2 categories, but not enough to consider myself an expert in either of them)

Senior Service Specialist

RMJ Automotive (Grease Monkey) - Fort Collins, CO

July 2022 to January 2023

Performed all ancillary services for customers. Brakes, Fuel Filters (Diesel and Gas), spark plugs, Suspension Components, Batteries, Radiator Replacements, as well as shop maintenance like Compressor Oil Changes, and rebuilding the snow blower, etc)

Assistant Store Manager/Store Manager

Grease Monkey International, Inc - Fort Collins, CO

February 2018 to July 2022

Daily Operations, Fleet Management, Invoicing, Billing, Customer Deescalation and Retention, Deposits, Inventory, in addition to Oil Changes of many calibers (gas, diesel, specialty) all of which I execute flawlessly, I'm extremely proficient at Transmission (Traditional, CVT, & Manual) Fluid Exchanges, Radiator Coolant Exchanges, Brake Flushes, Brake Repair, Tire Rotations, Gearbox (Differential/Transfer Case) Services, Fuel Filter Replacements, Engine Flushes, Fuel System Cleanings(2-Stage), Belt Replacements, Wiper Blade Replacements, Light Bulb Replacements, Air Filter/Cabin Air Filter Replacements, Battery Replacement, Power Steering Fluid Exchanges, and excel at most Light Automotive Repair (the occasional water pumps, shocks, tune ups, control arms, radiators, etc .)

Senior Service Specialist

Jiffy Lube - Fort Collins, CO

July 2016 to October 2017

CSA, Lower Bay, Team Leader, Ancillary Services, and Service Specialist.

Daily Responsibilities Include: Team Leading, Service Advising, Oil Changes, Cashouts, Customer Relations (De-Escalation/Retention), and any Ancillary Services Including: Transmission(ATF, CVT, Manual) Fluid Exchanges, Radiator Coolant Exchanges, Brake Flushes, Tire Rotations, Gearbox (Differential/Transfer Case) Services, Fuel Filter Replacements, Engine Flushes, Fuel System

Cleanings(2-Stage), Belt Replacements, Power Steering Flushes, Wiper Blade Replacements, Light Bulb Replacements, and Air Filter/Cabin Air Filter Replacements.

Shift Leader-Deposits, Scheduling, Shift Positioning, Inventory

Dunkin Donuts- Ft.Collins
October 2014 to May 2015

Deliveries (Intake & Stock), Customer De-escalation & Retention, Training, and Ensuring Shift Fluidity
\$12.50/Hr

Resigned Due To Personal Reasons, However Is RE-HIRABLE.

Supervisor: Summer Capriola

Assistant General Manager

T-Mobile (Telesales)- Ft. Collins - Fort Collins, CO
April 2013 to September 2014

Team Mentor (Assistant Team Manager)-Tracking Sales, Coaching Agents, GQA, GQA Analysis, Report Team Progress To Supervisor, And Of Course Sales.

\$14.00/Hr + Incentives

Laid-Off Due To Call Center Relocation (Different State)

Supervisor: Ian Packer

Lift Supervisor

Beaver Meadows Ranch Resort - Red Feather Lakes, CO
October 2011 to April 2012

Red Feather Lakes-10/2011-04/2012 & 10/2012-04/2013

Lift Supervisor-Lift Maintenance, Run Maintenance, CPR Trained, Ensure Safety Guidelines Are Followed, General Resort Maintenance (Outside Lift Hours)

\$12.00/Hr + Employee Housing

Resigned In Search Of Fulltime Employment, However Is RE-HIRABLE

Video Engineering-Replay Technician, and Event Security

Budwieser Events Center
August 2008 to March 2010

08/2008-03/2010

Technical Services: Audio Engineering(Thunder In The Rockies, PBRA-Rodeo, CO Ice-Arena Football) Camera(CO Ice, & CO Eagles-Hockey), Video Engineering-Replay Technician, and Event Security \$17/Hr- Paid Internship

Crew Foreman-Job Bids, Purchases, Dispatch, Commercial And Residential Landscaping

Poudre School District- Ft. Collins
August 2007 to March 2009

Education

Quick Lube Certifications in Automotive

Jiffy Lube University - Fort Collins, CO
July 2016 to October 2017

Skills

- Sales
- Automotive Repair
- Oil Change
- Customer Service
- Telemarketing
- Vehicle Maintenance
- Brake Repair
- Transmissions
- Landscape Maintenance
- Mechanical Knowledge
- Mechanic Experience
- Suspension
- Lawn Care
- Automotive Diagnostics
- Service Technician Experience
- Store Management Experience
- Auto service management
- Tire Service

Assessments

Vehicle Maintenance Skills — Highly Proficient

February 2019

Measures a candidate's knowledge of general vehicle maintenance inspections to complete minor repairs.

Full results: [Highly Proficient](#)

Mechanical Skills: Aptitude — Highly Proficient

February 2019

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: [Highly Proficient](#)

Vehicle Maintenance — Expert

April 2020

Knowledge of vehicles, vehicle maintenance, and repairs.

Full results: [Expert](#)

Attention to Detail — Familiar

April 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Familiar](#)

Mechanical Knowledge — Proficient

April 2020

Understanding and applying mechanical concepts and processes.

Full results: [Proficient](#)

Following Directions — Highly Proficient

July 2020

Following multi-step instructions.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.