

# Lance Mansell

## **ASE Certified Master Automotive Technician (A1-A9), Parts Specialist, and Service Consultant**

Denver, CO 80229

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Master Automotive Technician**

Astech - Denver, CO

August 2021 to Present

### **Delivery Driver**

Mici Handcrafted Italian - Highlands Ranch, CO

August 2021 to Present

### **Manager**

Redhawk Auto Service - Temecula, CA

August 2020 to February 2021

Trained and supervised all sales staff and service technicians. Performed maintenance and diagnosis services, on an as-needed basis. Work with parts and supply vendors to maximize cost savings and minimize downtime.

- Dispatch and track all repair orders. Support daily operations as needed and perform quality control inspections on both on an individual basis and in collaboration with the shop foreman to identify additional services that may be required in order to maximize efficiency with 90% + courtesy inspections and maintain 80% + technician job productivity
- Perform RO reviews and track estimates as a percent to sales to maximize sales and maintain weekly sales KPI of \$33,000 @ 60% GP, counseling and training sales staff as needed to meet or exceed daily, weekly, monthly, or annual goals.
- Conducted Monthly Safety Meetings and promote safety awareness. Warranty monitoring and reducing the potential for comebacks by maximizing a fix-it-right the first-time mission.

### **Fleet Support Supervisor**

Zume - Los Angeles, CA

October 2019 to March 2020

Job Duties: Train and supervise staff technicians, perform equipment diagnosis and repair, and work with equipment vendors and the Product team to establish maintenance requirements and capabilities of new and existing equipment added to inventory. Assist in equipment specifications for future acquisitions. Ensure Maintenance Tech Shop adheres to local, state, and federal mandates and regulations. Use proprietary and off-the-shelf software solutions to track the Fleet and equipment inventory life cycle.

Review weekly and monthly performance reports on various fleet maintenance indicators. Document and perform equipment Inspections and provide equipment improvement recommendations. Conduct Monthly Safety Meetings and promote safety awareness. Warranty monitoring and capturing potential claims. Support daily field operations as needed and perform quality control inspections on both on individual basis and in collaboration with the vehicle drivers to identify additional services that may be required. Work cross-functionally with program and project managers to execute tactical objectives.

### **Hyundai Techline Agent**

Concentrix contractor for Hyundai Motor America - Fountain Valley, CA

May 2018 to October 2019

Job Duties: Provide technical phone service to dealers and field technicians. Diagnose, troubleshoot and solve complex automotive malfunctions. Use initial diagnosis provided by the technician to provide the best diagnostic approach ultimately leading to customer satisfaction and brand retention. Assist technicians in fixing it right the first time to reduce the likelihood of lemon law arbitration. Reducing the likelihood of buybacks, by making sure that the vehicle is fixed before it reaches the litigation/buyback phase. Provide competent repair direction to assist the dealer. Working in conjunction with the dealership and consumer affairs to provide technical information and resolution. Then determine the appropriate action and provide input on emerging technical trends, repair conditions and diagnostic information in the form of Technotes and comments entered into a diagnostic database.

### **Auction Mechanical Associate IV**

CarMax - Murrieta, CA

January 2017 to April 2018

Job Duties: Prepping an assigned lane of 175-250 cars, making sure all stay running for the length of the auction. Assisting with the arbitration process following the sale, and throughout the following week. Diagnosing any major engine, transmission, or differential problems that have been arbitrated, to verify validity or inform the customer of the actual, non-arbitrate problem. Diagnosing and repairing non-running vehicles that have been deemed worth spending the time on. Using a tow truck to move the non-running vehicles around the property, when needed. Developed more efficient method for prepping vehicles for auction.

### **Post Inspection Specialist**

Beepi - San Diego, CA

August 2015 to December 2016

Job Duties: Picking up and Delivering vehicles with an Isuzu tow truck. Being the face of the company with all customers I interacted with, solving their issues, when they arise. Performing 240-point post pick-up and pre-delivery inspections to make sure the vehicle meets the rigorous Bee pi standards. Performed diagnosis, maintenance, and repairs on customer's vehicles, as needed. Worked in conjunction with local dealerships to make sure that any warrantable repairs and/or recalls were taken care of as soon as possible. Complete all DMV registration paperwork, purchase contracts, and extended service agreements.

### **Product Specialist**

RDO Integrated Controls - Anaheim, CA

January 2015 to June 2015

Job Duties: Initial installation, maintenance, diagnosis, and full system repair of Topcon Laser and GPS/GNSS automated machine control equipment. With our location primarily focused on the Construction field, with more knowledge of John Deere and CAT machines. I am Topcon certified in the repair of Tesla,

FC500, MCR3, GX60, Gr5, HiPer V, and NetG3A. Doing repairs in the shop, when there were no field service calls to perform. Field service calls could include modification/welding of existing or fabricated brackets, electrical diagnosis, and/or hydraulics diagnosis.

### **Lead Technician**

QEK Global Solutions contractor for Nissan North America - Smyrna, TN

October 2011 to November 2014

Job Duties: Performed all diagnosis, maintenance, and repairs on the Nissan employee lease vehicles, as needed. PDI new lease vehicles before delivery, ensuring they only meet the stringent standards set forth by NMC. Performing all electronic module/hardware firmware and/or software updates per new Technical Service Bulletins/Recalls, as they were released. Supervise 6 technicians and perform quality assurance checks of their work. Maintain a lean inventory and properly up to date equipment. Work in conjunction with Field Quality Engineers on new model TSBs/labor times. Greet customers, answer/return phone calls/emails relating to customer's vehicle status. Receive truck shipments and maintain a new vehicle inventory of 500-1000 units.

### **Service Consultant**

Tire Guys Goodyear - Hesperia, CA

May 2009 to August 2011

Job Duties: Greet customers, write the initial RO, and answer/return phone calls/emails relating to customer's vehicle status. Work in conjunction with Store Manager and Service Manager to maximize store profits, reduce customer wait time, maintain a top tier customer satisfaction index, and high employee retention rate. Prepare and present a severity indexed vehicle condition report to every customer and maintain a higher than average ARO.

### **Service Manager**

Firestone Complete Auto Care - Chino Hills, CA

February 2006 to May 2009

Job Duties: Supervise 10 technicians and perform quality assurance checks of their work. Conduct performance reviews, entrance and exit interviews, and maintain a high technician efficiency/productivity rate. Performed vehicle diagnosis, maintenance, and repair, as needed. Maintain a lean inventory and properly up to date equipment. Work in conjunction with Store Manager and Manager of Tire Sales to maximize store profits, reduce customer wait time, maintain a top tier customer satisfaction index, and high employee retention rate. Greet customers, write the initial RO, and answer/return phone calls/emails relating to customer's vehicle status. Prepare and present a severity indexed vehicle condition report to every customer and maintain a higher than average ARO.

### **Service Consultant**

Diamond Bar Automotive - Diamond Bar, CA

May 2005 to February 2006

Job Duties: Greet customers, write the initial RO, and answer/return phone calls/emails relating to customer's vehicle status. Work in conjunction with Store Manager and Service Manager to maximize store profits, reduce customer wait time, maintain a top tier customer satisfaction index, and high employee retention rate. Prepare and present a severity indexed vehicle condition report to every customer and maintain a higher than average ARO.

### **Service Technician**

Townsend Honda - Tuscaloosa, AL

June 2004 to May 2005

Job Duties: Performed diagnosis, maintenance, and repairs on customer's vehicles, as needed. Test drive with the customer to confirm their concern in order to increase first-time fix metric. PDI new vehicles before delivery, ensuring they only meet the stringent standards set forth by Honda. Performing all electronic module/hardware firmware and/or software updates per new Technical Service Bulletins/Recalls, as they were released.

## Education

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### **Bachelor's in Electrical Engineering**

University of North Dakota - Grand Forks, ND

January 2018 to Present

### **Bachelor's in Business Administration/Accounting**

Devry University - Pomona, CA

October 2007 to October 2011

### **Associate in Automotive Technology Management**

Wyoming Technical Institute - Laramie, WY

June 2003 to June 2004

## Skills

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- Automotive (10+ years)
- Matlab (Less than 1 year)
- Microsoft Office (10+ years)
- Welding (5 years)
- Customer Service (10+ years)
- C (Less than 1 year)
- Sales (10+ years)
- Excel (10+ years)
- Marketing (4 years)
- Training (8 years)
- Management (9 years)
- Inventory (10+ years)
- Operations (7 years)
- Outlook (10+ years)
- retail sales (10+ years)
- Quickbooks (3 years)
- Receptionist (10+ years)
- Cash Handling
- Word
- Organizational Skills

- Fleet Management (5 years)
- Automotive Electrical Systems (10+ years)
- Automotive Diagnostics (10+ years)
- Automotive Repair (10+ years)
- Management Experience (8 years)
- Excel (10+ years)
- Outlook (10+ years)
- Technical Project Management (6 years)
- Technical Support (3 years)
- Automotive Repair (10+ years)
- Auto Service Management (8 years)
- Microsoft Outlook
- Operations Management
- Microsoft Word
- Retail Sales
- Microsoft Excel
- Dealership
- Suspension
- Brake Repair
- Transmissions
- Vehicle Maintenance
- Mechanic Experience
- Oil Change
- Alignment
- Mechanical Knowledge
- Equipment Repair
- Service Technician Experience
- Electrical Experience
- Tire Service
- Auto Service Management
- Computer Skills
- Communications
- Hydraulics
- Diesel Engine Repair
- Computer Networking
- Lean
- Blueprint Reading
- Computer Networking
- Lean
- CAD

- Sales Experience
- Project Management
- Tanker Experience
- Commercial Driving
- Calibration
- Supervising Experience
- Leadership Experience
- Administrative Experience
- Service Writing
- Assembly Experience
- English
- Microsoft Powerpoint
- Customer Relationship Management
- Computer Literacy
- Typing
- Maintenance
- Financial Acumen
- Quality Control
- Negotiation
- Pricing
- Data Entry
- Warehouse Experience
- Upselling
- Dealership Experience
- Forklift
- Business Management
- Financial Management
- Budgeting
- Employee Evaluation
- Account Management
- Project / Program Management
- Profit & Loss
- Process Improvement
- Sales Management
- B2B Sales
- Google Docs
- Google Suite
- Maintenance Management
- Schematics
- Inventory Control

- Root Cause Analysis
- Office Experience
- Time Management
- Expense Management
- Team Management
- Quality Assurance
- Leadership
- Field Service
- ADAS
- Tow Truck
- Auto service management
- Automotive service
- Automotive diagnostics
- Automotive electrical systems
- Diagnostic evaluation
- Driving
- OEM
- Fabrication

## Certifications and Licenses

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**ASE Master Automotive Technician A1-A9**

**ASE Service Consultant C1**

**ASE Parts Specialist P2**

**Driver's License**

**CDL Class B**

## Assessments

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**Basic Maintenance and Repair — Highly Proficient**

July 2019

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities.

Full results: [Highly Proficient](#)

**Hydraulic Technician — Proficient**

July 2019

Measures a candidate's ability to apply mechanical reasoning when repairing malfunctioning hydraulic, pneumatic, and electrical systems.

Full results: [Proficient](#)

## **Vehicle Maintenance — Highly Proficient**

July 2019

General vehicle maintenance inspections and minor repairs.

Full results: [Highly Proficient](#)

## **Mechanical Skills: Monitoring — Expert**

July 2019

Measures a candidate's ability to monitor machine indicators in order to ensure safe and appropriate operation.

Full results: [Expert](#)

## **Organizational Skills — Expert**

July 2019

Arranging and managing information or materials using a set of rules.

Full results: [Expert](#)

## **Mechanical Skills: Aptitude — Highly Proficient**

July 2019

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

Full results: [Highly Proficient](#)

## **Customer Focus & Orientation — Highly Proficient**

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

## **Verbal Communication — Highly Proficient**

July 2019

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

## **Numerical Reasoning Skills — Highly Proficient**

August 2019

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs.

Full results: [Highly Proficient](#)

## **HVAC Technician — Proficient**

August 2019

Designing, implementing, and troubleshooting commercial HVAC systems

Full results: [Proficient](#)

## **Workplace English — Expert**

August 2019

Understanding spoken and written English in work situations.

Full results: [Expert](#)

## **Attention to Detail: Inventory — Expert**

August 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: [Expert](#)

### **Supervisory Skills: Directing Others — Expert**

August 2019

Motivating others through feedback to identify improvements or corrective actions.

Full results: [Expert](#)

### **Human Resources Skills: Compensation and Benefits — Highly Proficient**

August 2019

Knowledge of compensation and benefits programs.

Full results: [Highly Proficient](#)

### **Business Math — Highly Proficient**

August 2019

Measures a candidate's ability to use basic math to solve problems in a business context.

Full results: [Highly Proficient](#)

### **Truck Driving Skills: Safety and Compliance — Expert**

August 2019

Principles and methods for moving goods by road and safely controlling operations.

Full results: [Expert](#)

### **Retail Customer Service — Highly Proficient**

August 2019

Comprehending and responding to retail customer needs.

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Expert**

March 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Automotive Maintenance — Expert**

March 2020

Knowledge of vehicles, vehicle maintenance, and repairs.

Full results: [Expert](#)

### **Mechanical Knowledge — Highly Proficient**

March 2020

Understanding and applying mechanical concepts and processes.

Full results: [Highly Proficient](#)

### **Mechanical Knowledge — Expert**

March 2020

Understanding and applying mechanical concepts and processes.

Full results: [Expert](#)

### **Hydraulic Systems Specialist — Highly Proficient**

March 2020

Reading hydraulic schematics and troubleshooting issues in heavy hydraulic machines, not including passenger cars.

Full results: [Highly Proficient](#)

### **Middle School Classroom Management — Highly Proficient**

March 2020

Minimizing classroom disruption and engaging students

Full results: [Highly Proficient](#)

### **Sales skills — Highly Proficient**

July 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

### **Customer focus & orientation — Expert**

July 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Management fit — Highly Proficient**

May 2021

Measures the traits that are important for success in management positions

Full results: [Highly Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Highly Proficient**

February 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

### **Supervisory skills: Interpersonal skills — Highly Proficient**

June 2021

Fostering a collaborative environment and conducting difficult conversations

Full results: [Highly Proficient](#)

### **Verbal communication — Highly Proficient**

July 2019

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

### **Filing & organization — Highly Proficient**

April 2021

Arranging and managing information or materials using a set of rules.

Full results: [Highly Proficient](#)

### **Project timeline management — Expert**

June 2021

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Expert](#)

### **Management & leadership skills: Impact & influence — Highly Proficient**

July 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives.

Full results: [Highly Proficient](#)

### **Automotive maintenance — Expert**

March 2021

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Expert](#)

### **Management & leadership skills: Planning & execution — Expert**

June 2021

Planning and managing resources to accomplish organizational goals

Full results: [Expert](#)

### **Basic mechanical knowledge — Expert**

May 2021

Understanding and applying mechanical concepts and processes

Full results: [Expert](#)

### **Work style: Conscientiousness — Expert**

July 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

### **Customer service — Highly Proficient**

May 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

### **Mechanical skills: Monitoring — Expert**

April 2021

Understanding of machine dials, gauges, displays, and data charts

Full results: [Expert](#)

### **Call center customer service — Expert**

June 2020

Applying customer service skills in a call center setting.

Full results: [Expert](#)

### **Work style: Conscientiousness — Highly Proficient**

February 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

## **Manufacturing: Quality inspection — Highly Proficient**

July 2020

Making precise measurements, reading prints, and making pass/fail decisions.

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.

## Additional Information

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I can work independently or a member of a group. I enjoy working with computers and learning new skills. I have experience with Windows and The Microsoft Office programs, Outlook, Word, PowerPoint, and Excel. I am skilled in Tubing Bending, TIG Welding, MIG Welding, and Arc (Stick) Welding. I am also skilled in various types of Chassis Fabrication. I received the highest score award at the 2001 FFA Small Engines Team State Competition.