

# Silas Stokes

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## SUMMARY

Dedicated Field Service Mechanic with over six years of experience in servicing diesel engines and heavy trucks. Skilled at diagnosing electrical and hydraulic systems while ensuring adherence to safety standards. Focused on customer satisfaction through effective communication and timely service. Previous roles involved intensive repairs and mentoring of junior staff, enhancing operational efficiency. Strong capability to handle urgent repair requests in high-pressure environments. Seeking an opportunity to contribute technical knowledge and mechanical skills within a dynamic team.

## EXPERIENCE

### Field Service Mechanic

January 2022 - Present

Mountain Mechanic Services

Pittsburgh, PA

Responsible for maintenance and repairs on a fleet of heavy trucks, focusing on diesel and hydraulic systems. Led initiatives to improve efficiency while maintaining safety standards.

- Conduct comprehensive repairs in compliance with safety protocols, significantly improving vehicle uptime.
- Utilize diagnostic tools to identify issues swiftly, achieving notable reductions in repair turnaround times.
- Collaborate closely with clients for accurate issue assessment, enhancing overall user satisfaction ratings.
- Train junior mechanics by sharing knowledge on best practices and repair techniques, fostering a collaborative work environment.
- Maintain detailed records related to vehicle service history, optimizing inventory management processes.
- Implement preventative maintenance services aimed at extending vehicle life and performance.

### Automotive Technician

June 2018 - December 2021

Steel Valley Automotive

Braddock, PA

Operated as part of a team delivering maintenance and repairs across various diesel and automotive vehicles. Played a key role in quality assurance and client relations.

- Executed diagnostic assessments and repairs efficiently, contributing to a robust customer retention rate.
- Expanded service offerings through crane repairs, attracting a diverse range of clientele.
- Implemented an efficient parts ordering process that decreased average repair times.
- Provided training sessions for new hires, aligning them with safety and service quality standards.
- Prioritized emergency repair tasks effectively to uphold schedule commitments in demanding settings.
- Performed regular inspections and preventive services aimed at optimizing vehicle longevity.

### Service Technician

March 2016 - May 2018

Cleveland Heavy Equipment

Cleveland, OH

Focused on servicing heavy machinery with an emphasis on fuel systems and compliance with safety regulations. Worked collaboratively to refine operational protocols.

- Executed high-quality repairs on heavy trucks while adhering strictly to industry safety compliance.
- Contributed innovative ideas to streamline repair processes, hastening service delivery.
- Expertly utilized hand and power tools for effective and safe maintenance operations.
- Communicated effectively with clients regarding timing and requirements for repairs, enhancing transparency.
- Participated actively in company-led safety programs, resulting in zero incidents during tenure.
- Documented all service efforts carefully for efficient recordkeeping and service continuity.

## LEADERSHIP & AWARDS

- Received commendation from management for dedication to client satisfaction.

## EDUCATION

### Associate Degree in Automotive Technology

2016

Pennsylvania Institute of Technology GPA: 3.5

Pennsylvania

**Coursework:** Diesel Mechanics, Electrical Systems, Hydraulic Systems, Customer Service

CERTIFICATIONS

- Automotive Service Excellence (ASE) 2016

TECHNICAL SKILLS

- Maintenance Tools:** Wrenches, Diagnostic Scanners, Multimeters
- Repair Methods:** Triage, Preventative Maintenance, Engine Overhaul
- Safety Standards:** OSHA, ANSI, DOT Regulations
- Operational Software:** Fleet Management Software, Scheduling Applications, Inventory Systems
- Technical Certifications:** ASE Master Certification, EPA Responder, First Aid/CPR Certification
- Communication Platforms:** Email, Phone, In-Person Meetings
- Analytical Skills:** Problem Analysis, Technical Diagnosis, Root Cause Identification
- Physical Skills:** Mechanics, Assembly, Equipment Operations
- Parts Knowledge:** OEM Parts, Aftermarket Components, Repair Manuals
- Customer Interaction:** Trust Building, Needs Assessment, Solution Proposals

SKILLS

- |                        |                               |                            |                              |
|------------------------|-------------------------------|----------------------------|------------------------------|
| Diesel Engine Repair   | Heavy Equipment Maintenance   | Diagnostic Equipment Usage | Effective Time Management    |
| Hydraulic Systems      | Safety Compliance             | Interpersonal Skills       | Fleet Maintenance Strategies |
| Electrical Diagnostics | Mechanical Troubleshooting    | Communication Proficiency  | Crane Repair Techniques      |
| Customer Service       | Service Manual Interpretation | Problem-Solving Abilities  |                              |

PROFESSIONAL AFFILIATIONS

- Member of the National Automotive Technicians Education Foundation.
- Active participant in local trade associations focused on automotive innovation.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST