

Leo Mata

Multicare Technician

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 Provo, UT 84601

STRENGTHS

-  **Customer Enthusiasm**
Consistently elevate the customer service experience; known for greeting charm that keeps customers returning.
-  **Team Collaboration**
Actively engage teammates in discussions, leading to unified strategies and reusable processes for conflicts.
-  **Adaptability**
Easily acclimate to unexpected schedule changes, shifting priorities, all while maintaining productivity.
-  **Detail Orientation**
Always scrutinize details—whether vehicle lubricants or service feedback—to ensure nothing compromises quality.
-  **Commitment to Learning**
Undertake additional training regularly to absorb new automotive techniques, underscoring an eagerness to grow.

SKILLS

- Customer Service
- Vehicle Inspection Diagnostics
- Safety Compliance
- Team Collaboration
- Technical Training
- Emissions Testing
- Automotive Repair
- Equipment Maintenance
- Scheduling Management
- Client Communication
- Operational Procedures
- Inventory Control

SUMMARY

Dedicated Multicare Technician with extensive automotive service expertise, focused on delivering outstanding customer experiences while ensuring adherence to safety regulations. Skillful in conducting thorough vehicle inspections and diagnostics, ensuring timely repairs that enhance customer trust and satisfaction. Eager to leverage recommended training enhancing certifications and skill sets, continuously aligning services with company protocols. Excited about opportunities to collaborate within a dynamic team environment and drive operational excellence through best practices and efficient workflow. Committed to maintaining high standards of cleanliness, organization, and safety, contributing positively to the overall shop atmosphere.

EXPERIENCE

Multicare Technician

LubeTech Services

 June 2025 - Present

 Salt Lake City, UT

As a Multicare Technician at LubeTech, responsible for performing detailed vehicle services, focusing on inspection and repair while promoting customer care and safety compliance. This role involves leadership in fostering safety standards and driving efficiency across collaborative support operations and technical student programs.

- Conducted detailed vehicle diagnostics and comprehensive inspections ensuring timely services.
- Performed Emissions/Safety Technician duties as required, meeting diverse client needs effectively.
- Collaborated closely with teams to uphold OSHA and EPA guidelines, maintaining a safe working space.
- Assisted new technicians in onboarding and training, instilling core responsibilities and safety practices.
- Maintained cleanliness and functionality of tools, equipment, and overall facility appearance.
- Engaged customers warmly, resolving inquiries quickly, thus elevating their service experience.

Lube Technician

AutoCare Solutions

 March 2024 - May 2025

 Orem, UT

Worked as a Lube Technician focused on maintaining high-quality service delivery while ensuring safety compliance in daily operations. Demonstrated proactive problem-solving capabilities which fostered positive relationships with clients and team members.

- Delivered exceptional maintenance services, consistently adhering to stringent safety guidelines.
- Diagnosed vehicles swiftly through thorough inspections, communicating findings clearly to patrons.
- Contributed to workplace safety, playing an active part in promoting a clean and organized service area.
- Participated in ongoing training aimed at skills enhancement and advanced certifications.
- Managed inventory efficiently, ensuring availability of necessary supplies for optimal operations.
- Achieved high levels of customer satisfaction acknowledged through positive feedback.

Service Assistant

QuickLube Center

 June 2023 - February 2024

 American Fork, UT

Served as a Service Assistant responsible for supporting team operations while cultivating strong customer relationships. Involved contributions led to better service efficiency and learning initiatives within the technician team.

- Supported vehicle maintenance tasks under technician supervision, gaining hands-on experience.
- Managed customer scheduling and inquiries, accentuating service workflow and efficiency.
- Ensured the service area remained pristine, prioritizing safety within recreation environments.
- Shadowed seasoned technicians, facilitating skill acquisition in automotive repair procedures.
- Optionally marketed additional services, contributing to overall business sales growth.
- Collaborated with team members to meet shared monthly objectives successfully.

Process Improvement

Fleet Maintenance

LANGUAGES

English Native

Spanish Proficient

MY CAREER



Multicare Technician at LubeTech Services (1.2 Years)

Lube Technician at AutoCare Solutions (1.2 Years)

Service Assistant at QuickLube Center (8 Months)

LEADERSHIP & AWARDS

- Recipient of 'Employee of the Month' for outstanding customer service and operational excellence.
- Recognized by management for exemplary teamwork and contributions to training program success.

EDUCATION

High School Diploma

Provo High School 🎓 GPA: 3.7 📅 2023 📍 Provo, UT

Coursework: General Studies, Automotive Technology, Safety Protocols, Customer Service Practices

CERTIFICATIONS

- Jiffy Lube Certified Technician 📅 2025
- Jiffy Lube Advanced Specialist Certification 📅 2025
- Safety and Emissions Certification 📅 2025

TECHNICAL SKILLS

- **Safety Standards:** OSHA, EPA, Jiffy Lube Protocols
- **Automotive Diagnostic Tools:** OBD-II Scanner, Emissions Analyzer, Multimeter
- **Service Technology:** Computerized Work Orders, Pen-based Technology, Point-of-sale Systems
- **Inspection Techniques:** Visual Highway Safety Inspect, Emissions Testing Protocols, Brake Inspections
- **Cleaning Equipment:** Pressure Washers, Detergents, Floor Scrubbers
- **Team Collaboration Tools:** Slack, Google Docs, Asana
- **Customer Relationship Tools:** CRM Software, Automated Messaging Systems, Feedback Surveys
- **Inventory Management:** Stock Control Systems, Parts Databases, Supply Reordering Software
- **Repair Technologies:** Lift Equipment, Hand Tools, Power Tools
- **Communication Skills:** Active Listening, Clear Directing, Conflict Resolution

PROFESSIONAL AFFILIATIONS

- Member of National Automotive Technicians Education Foundation (NATEF), engaged in specialized training activities.
- Active participant in local community service events promoting vehicle safety awareness.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST