

MATTHEW BARRETT

PROFESSIONAL SUMMARY

Motivated automotive technician with 15 years of progressive experience in the automotive industry. Offering expertise in fault finding, repair and people skills, with aptitude in performing to the highest standard. Energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget.

WORK HISTORY

Roadside Breakdown and Recovery Technician, 04/2013 to Current **RAC motoring services - Birmingham, West midlands**

- Respond quickly, efficiently and safely to broken down customers at the roadside or home and work addresses.
- Carry out quick diagnosis of all types of vehicles and faults, and make the decision to repair or recover depending on the situation and the vehicle fault.
- Use of state of the art diagnostic equipment to interrogate fault codes and accurately diagnose faulty components.
- Take control of the situation whilst constantly carrying out a DRA and monitoring changes in risks at scene and adapting to them accordingly.
- Promote company services such as battery and parts replacements if needed or promote RAC garage repair network in the case of a non-fix.
- Report to line manager with any concerns or ideas for change as well as to discuss performance targets and how to improve in areas that require improvement.
- Be flexible with working hours and shift patterns to satisfy company needs and customer demand.

Vehicle Production Body Assembler, 11/2012 to 03/2013 **Jaguar Land Rover - Solihull, West Midlands**

- Select and fit correct trims to vehicles on a moving production line to a very strict time slot.
- Report any issues to line manager quickly as they arise in order to limit downtime and stoppages costing the company money.
- Keep working area clean and tidy minimising risk of injury through tripping and falling and to also reduce the risk of damage to vehicles during production.

Service Technician, 06/2006 to 09/2012 **Colliers Land Rover - Birmingham, West Midlands**

- Carry out detailed safety inspections to brand new vehicles straight from the factory and to prepare them for road use ensuring the vehicle is ready to be sold to customers.
- Supply and fit genuine accessory's to new and used vehicles at the customers request.

CONTACT

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SKILLS

- Team working
 - Problem solving
 - IT skills
 - Mechanical knowledge
 - Safe working
 - Team leadership
 - Self-motivated
 - Communication skills
 - Conflict resolution
 - Extremely organised
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Additional qualifications

HGV Class 1 & 2 passed on the 05/04/2024

CPC

Digi card

After achieving everything I have set out to do in the motor trade, I feel it is time to change my career path and have chosen to pursue a career in logistics, mainly HGV driving preferably a night shift role Monday to Friday to allow a good work/life balance.

- Carry out routine maintenance and scheduled service intervals to ensure maximum performance and reliability of customers vehicles.
 - Identify faults with the vehicle during service and inspect wear and tear items that may need replacing immediately or in the near future, to provide clear feedback to the customer to allow them to make an informed choice or decision.
 - Listen to customers complaints and use the information provided to accurately diagnose and rectify problems with the vehicle.
 - Use of manufacturers diagnostic systems to diagnose faults as well as updating system software of various on board computers.
 - Minimise the time a customers vehicle is off the road by accurately and efficiently carrying out diagnosis and complex repairs to a high standard.
 - Always ensuring work area is kept clean and tidy to minimise the risk of injury and damage to customers and company property.
 - Work well as a team with other technicians from group problem solving to assisting in heavy lifting and jobs requiring more than one person.
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EDUCATION

NVQ Level 3, Light Vehicle Service, Maintenance And Repair, 2009

JLR Training Academy - Royal Leamington Spa

GCSE, 2006

John Willmott School - Birmingham

ADDITIONAL INFORMATION

Career progression and self improvement are both very important to me and i would like any future employer to recognise this and be honest in explaining where and how they will be willing to help me improve and further add to my skills and qualifications if at all.
