

MARK J. COLLINS

ASE Certified Master Automotive Technician

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented ASE Certified Master Automotive Technician with over 9 years of hands-on experience diagnosing, repairing, and maintaining domestic and import vehicles. Proven expertise in advanced electrical diagnostics, engine performance troubleshooting, and complex mechanical repairs. Committed to shop safety, high efficiency, and reducing comeback rates. Fosters strong customer relationships through clear explanation of repair needs and honest service recommendations.

CERTIFICATIONS & LICENSES

- ASE Certified Master Automobile Technician (A1–A8)
- ASE Advanced Engine Performance Specialist (L1)
- EPA Section 609 Certification (Refrigerant Recovery)
- Texas State Vehicle Inspector License
- Hybrid & Electric Vehicle Safety Certified
- Valid Class A Commercial Driver's License (CDL)

CORE TECHNICAL SKILLS

- **Diagnostics:** OBD-II (Snap-on Zeus, Autel MaxiSYS), Digital Oscilloscopes, Multimeters, OEM software.
- **Electrical & HVAC:** Wiring diagrams, CAN-bus troubleshooting, starter/alternator rebuilding, R-134a/R-1234yf.
- **Mechanical:** Engine overhaul, timing calibration, transmission rebuilds, steering/suspension geometry, ABS/ESC.
- **Shop Operations:** Mitchell 1, Shop-Ware, parts inventory, service writing, OSHA/EPA safety regulations.

PROFESSIONAL EXPERIENCE

Lead Automotive Technician

Synapse Auto Care

Dallas, TX

Aug 2022 – Present

- Diagnose and repair complex driveability, electrical, and mechanical issues on an average of 35+ vehicles weekly.
- Reduced shop comeback rate from 3.8% to under 0.5% by implementing a secondary QA inspection protocol.
- Mentor and train 4 apprentice technicians, improving their flat-rate efficiency by an average of 18% over a 12-month period.
- Utilize advanced diagnostic scan tools to perform sensor calibrations and module programming on hybrid/EV vehicles.

Senior Automotive Technician

Vertex Fleet Solutions

Fort Worth, TX

May 2018 – Aug 2022

- Maintained, diagnosed, and repaired a fleet of 150+ light and medium-duty commercial vehicles, ensuring 98% fleet availability.
- Executed engine overhauls, transmission repairs, and suspension rebuilds, maintaining a personal efficiency rating of 115%.
- Resolved chronic wiring and CAN-bus communication issues, reducing diagnostics times by 20%.
- Standardized shop safety procedures in compliance with OSHA standards, resulting in 1,200+ consecutive safe workdays.

Apprentice Automotive Technician

Apex Diagnostics & Repair

Arlington, TX

Jun 2017 – May 2018

- Performed routine maintenance including oil changes, brake replacements, tire alignments, and fluid flushes on 50+ vehicles weekly.
- Assisted lead technicians with complex engine diagnostics and wiring schematic analysis.
- Earned first 4 ASE certifications (A1, A4, A5, A6) within the first year of employment, exceeding shop training targets.

EDUCATION & VOCATIONAL TRAINING

Associate of Applied Science in Automotive Technology

Meridian College of Technology

Dallas, TX

May 2017

- Honors: Dean's List (3 semesters)
- Key coursework: Engine performance, electronic control systems, drivetrain diagnosis, and shop management.