

GREGORY BRENNAN

Customer-focused professional seeking a fulfilling career as a Business Analyst. Fifteen years in the automotive industry has honed valuable communication, documentation, problem solving, and time management skills that aid in meeting customer needs.

SKILLS SUMMARY

Verbal and Written Communication

- Worked directly with customers to identify their concerns.
- Utilize CRM tools to document findings.
- Translate technical information to the customer in a way that is easy for the average person to understand.

Data Analysis and Problem Solving

- Used data, special tools, and diagnostic programs to troubleshoot and create solutions to meet customer needs.
- Identify potential future issues and suggest additional services to provide greater value over time

Leadership and Team Work

- Mentored and trained junior-level technicians in the field
- Established standardized diagnostic procedures
- Assisted fellow technicians with complex obstacles, often joining in midway through diagnoses or repairs

PROFESSIONAL EXPERIENCE

<i>Jan 2020 - Current</i>	ASE Master Auto Technician	Milwaukee Truck Service, New Berlin, WI	<ul style="list-style-type: none">• Provided mentoring to junior and mid-level technicians• Diagnose, document and complete repairs• Assist teammates with complex issues
<i>Feb 2018 - Dec 2019</i>	ASE Master Auto Technician	Martin's Automotive, Big Bend, WI	<ul style="list-style-type: none">• Assist the owner as needed with parts ordering, opening and closing the shop, service writing and delegating work across technicians• Emissions related software (re)programming
<i>May 2017 to Feb 2018</i>	ASE Master Auto Technician	Schlossmann Honda City, Milwaukee, WI	<ul style="list-style-type: none">• Diagnosis, repair, and documentation of warranty concerns and repairs.• Inspections to ensure safety in vehicles to be listed for sale, as well as customer vehicles to identify and prevent future issues
<i>2015 to 2017</i>	Heavy Duty Diesel Technician	Huckstorf Diesel, Franklin, WI	<ul style="list-style-type: none">• Established standard diagnostic procedures for junior-level technicians• Failure/correction documentation to reduce time of future diagnostics• Software (re)programming and data analysis
<i>2007 - 2014</i>	Automotive Technician	Automatic Transmission Design, Germantown, WI	<ul style="list-style-type: none">• Provided mentoring and training to junior-level technicians• Consistently improved repair times while maintaining quality• Custom fabrications of parts and tools

CONTACT

(262) 888-9992
me@gregory-brennan.com

EDUCATION

Milwaukee Area Technical College
Associate of Applied Science
Automotive Technology

CERTIFICATIONS

Salesforce Certified Administrator
In Progress - expected completion
January 2021
Trailhead Academy Admin Bootcamp

ASE Certified
Master Automotive Technician