**Robert Holden**

San Diego, CA

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**Professional Summary**

 Dedicated and results-oriented professional with a diverse background encompassing four years of service as a Damage Controlman in the Navy, complemented by experience as a Mercedes-Benz Technician and Fire Safety Officer. Proficient in fabrication, troubleshooting, and leadership, with a demonstrated ability to excel in challenging environments. Possesses strong mechanical skills, diagnostic expertise, and a proven record of accomplishment in customer relations. Adaptable and safety-conscious, adept at working with technical and power equipment. I am seeking to leverage this multifaceted skill set and leadership experience in a dynamic role that values problem-solving, technical proficiency, and a commitment to excellence.

**Work Experience**

**Tesla**

Technician - Kearny Mesa, CA April 2023- Present Salary: $69,300 per year | Hours/Week: 40
Supervisor: Luis Lopez Sanchez, 858-285-3905, contact me first

* Work independently and as a team to drive maximum repair efficiency
* Provide feedback to Tesla design and engineering teams directly to enable continuous improvement of repair procedures and products.
* Able to use computers and software tools to communicate with customers, explaining technical issues, providing updates on repairs, and answering questions related to the vehicle's technology.
* Ability to access historical data logs from a Tesla vehicle's computer systems to review past performance, events, or issues. This data can be invaluable in diagnosing problems and making informed repair decisions.
* Participate with a collaborative, inclusive, and respectful attitude in an ever-changing dynamic environment.
* Operate a variety of top-of-the-line hand, power, and shop tools
* Consistently and concisely detail and document repairs
* Inspect and maintain shop equipment and request replacement as required
* Partner with other teams to ensure delivery of an exceptional product by cleaning and detailing vehicles, as needed
* Assist with onboarding and training of new technicians to help upskill the team
* Performs diagnosis, and repair on electric power train systems, electrical systems, steering, suspension and even body work for Model S, 3, X and Y.
* Generate field reports of a technical or operational nature, detailed daily record keeping and reporting syslog's and plotting vehicle signals)
* Perform multiple hardware/software installations on all Models (listed above) on site and/or remotely
* Responsible for updating and troubleshooting software-related problems on all Models (listed above) such as glitches or malfunctions. And reboot and reset software modules when necessary. On site or remotely.

**Mercedes-Benz of El Cajon**

Sprinter tech/Upfitter - El Cajon, CA June 2021 - April 2023 Salary: $66,000 per year | Hours/Week: 40
Supervisor: Ernie Serrano, 619-365-9439, contact me first

* Diagnosed, maintained, and repaired automotive vehicle systems including engine, transmission, suspension, brakes, steering, electrical, air conditioning, etc.
* Accurately assessed/diagnosed problems utilizing system diagnostics and testing
* Performed thorough, efficient, timely and quality repair work
* Performed work specified on the repair order with efficiency and in accordance with dealership
* Maintained legible and accurate paperwork for both the customer and for company records
* Kept current with new technical information and technology by attending required/recommended manufacturer training
* Used Diagnostic Equipment and Special Service tools to test vehicle components
* Repaired vehicles under warranty to manufacturer specifications
* Provided clear communication (both written and verbal) to service advisor with an estimate of any additional repairs, as needed
* Always maintained safety standards and keep a safe, neat work area
* Demonstrated professionalism, integrity, honesty and consistent appropriate behavior with co-workers, management, and customers
* Test drove vehicle to assure quality completion of repair
* Additional duties included installation of accessories, such as light bars, off road bumpers, roof racks, side steps, wheels and tires and minor/major modifications to the body of the vehicle for fitment.
* Complied with all company safety policies and procedures.
* Communicated directly with service advisors regarding the status of the service work as well as the estimated time for completion so that customers can be informed.
* I continuously learned new technical information and techniques in formal training sessions to stay informed with rapidly changing automotive technology.
* Demonstrated behaviors consistent with the Company’s Values in all interactions with customers, co-workers, and vendors.

 **United Support Services, Inc.**

Fire Safety Officer – San Diego, CA Jan 2020 – June 2021 Salary: $63,000 per year | Hours/Week: 40
Supervisor: James Doyle, 951-970-8740, contact me first

* Verified and inspected worksites for OSHA compliancy of fall protection hazards to include scaffolding, unprotected edges, and open hatches. Report and document all unsatisfactory work to project management team and keep running logs of related discrepancies.
* Preformed and conducted multiple hot work (the process of burning, welding, cutting, brazing, soldering, grinding, using fire- or spark-producing tools, or other work that produces a source of ignition) site inspections looking for present hazards and compliancy within NSI, NFPA and OSHA standards. Keeping a monthly log of site inspections and documenting any discrepancies and analyzing trends within a specific ship, work area, contract, or shipyard.
* Conducted multiple workplace hazard assessments daily ensuring the process being conducted is both safe and meets the requirements set by OSHA, NSI, NFPA JFMM, GSO, and NTP 8010. Maintain a current accurate and running log of discrepancies by analyzing and documenting safety trends as defined by the above guidance.
* Conducted shipboard compliance review of all Fire Safety Program related requirements for ship/availability-specific firefighting and damage control equipment, OSHA, response organization, and program implementation monitoring
* Inspected and verify the integrity of ships fire main system, or temporarily installed system, daily conducting multiple inspections of fire stations/ fire trees on board verifying the compliance of the fire suppression systems is in accordance with NTP 8010, NFPA and NSI. Once the system's compliance is verified log the finding and report to governmental oversight any discrepancies noted. Attending fire main shoots as required by NSI; verifying the integrity of the event then logging and reporting findings.
* Conducted training and assessment fire drills on board naval ships in industrial availability in accordance with NTP 8010 and SWRMC FRP. Working with all ships in industrial availability to ensure they are in a state of readiness and preparedness in the event of a shipboard fire. Examining aspects including the ships incident command systems, the ability to establish a unified command (per NTP 8010 and SWRMC FRP) with local fire and emergency services, medical and rehab operations, firefighting operations, and tactics in accordance with Naval Ships’ Technical Manual Chapter 555: Surface Ship Fire Fighting (NSTM 555), hazard mitigation controls, and proper and thorough communication to all responding personnel.
* Conducted training for all personal entering a shipyard environment on Fire safety watch, unified/incident commands, and quick disconnects for FZ boundaries
* Chair, organized, and conducted Fire Safety Council (FSC) meetings on designated ships per the NTP 8010. As the chairperson I will cite, reference, and validate all applicable jobs/ tasks/ work items; briefing members of the FSC on the work and conducting a thorough hazard analysis on the scope of work. I will present information and standards per the NTP 8010, NSI, NFPA, OSHA, JFMM and GSO to concur on a safe and manageable solution for the ship, maintenance team, and contractors. Upon the completion of an FSC it will be filed and maintained as part of the ship's record.
* Used the training as a Shipyard Competent Person (SYCP) to conduct and validate confined spaces on board naval vessels in industrial availability confirming that the present conditions match the intended conditions as defined by the certifying marine chemist. Using a gas meter and understanding the limits set by OSHA to ensure all workers are working in and around a safe environment. Observe, report, and log any discrepancies including securing the area is potentially hazardous to others health.
* Maintained and monitored Work Authorization Forms (WAF) as they pertain to the ship's safety, hazard mitigation, and fire prevention posture. Submit appropriate WAFs to the FSC for discussion of impacts to ships damage control (fire prevention) posture. Monitor and verify the ship is properly implementing the appropriate lock out/ tag out process per the JFMM and is maintaining a running log of WAFs submitted. Verify and record daily copies of a ship's WAF Log.

 **MEGGITT Polymers and Composites**

Composite Technician I – San Diego, CA Oct 2019 – Jan 2020 Salary: $52,000 per year | Hours/Week: 40

* Reviewed shop traveler route card, or uncomplicated schematic drawings to confirm correct sequence of operation.
* Provided additional training as necessary to new hires on safety and proper use of equipment.
* Laid out, assembled, pre-fits and bonded a variety of composites or laminate fabrications, parts, skins, or equipment
* Ensured each tooling was cleaned of all foreign object debris, prepped, and checked for defects while also keeping a clean work environment.
* Worked with resin impregnated fibrous materials.

**Student**

Workshop for Warriors – San Diego, CA April 2019 to August 2019

* Applied appropriate welding processes to join, surface, fabricate and repair parts using weldable materials. Completed 650-hours training in GMAW, FCAW, Torch, Grinder, and Air carbon arc gouging with ZERO mishap or incident. Worked on routine manufacturing assignments according to standard procedures ahead of schedule
* Completed 160 hours of classroom and hands-on training on operating and qualifying in shielded metal arc welding equipment, gas metal arc welding equipment, flux cored are welding equipment, health and safety of welders, and installation, setup, and maintenance of associated equipment
* Demonstrated proficiency with V-groove butt welds in the 2G vertical, 3G vertical, and 4G overhead positions on carbon steel base materials in 100% compliance with AWS standards Inspected machined parts, interpreted blueprints and schematics, and adhered to 100% of geometric, dimensioning, and tolerancing (GD&T) callouts with 100% success
* Received detailed instructions and close supervision; learned job skills, company policies and processes and performed routine tasks; requested higher level and more complex issues to handle
* Qualified in FCAW and GMAW welding processes; Oxy Fuel, Carbon arc, and Plasma cutting techniques
* Performed construction in physically demanding and dangerous conditions with ZERO mishaps

 **U.S. Navy**

Damage Controlman – CA, HI April 2015- March 2019 Salary: $50,000 per year | Hours/Week: 40
Supervisor:Addison Toler, 903-276-1406, contact me first

* Dedicated 12 off-duty hours to the troubleshooting efforts resulting in the removal and replacement of two ejector pumps for aft vacuum collection holding and transfer system. Resulting in over $65,000 saved in contractor and repair costs
* Ensured WAYNE E. MEYER maintained 100% readiness and operability for our most vital fixed firefighting systems, empowering our ship and crew to combat all casualties.
* Maintained all fire suppression systems onboard to include Halon, AFFF, fire main sprinklers as well as portable extinguishers.
* Troubleshooted and fixed fire pump No. 2 and 4 bearing failure which resulted in thousands of dollars saved for the Navy.
* Supervised a team of four crew members in the maintenance of all CO2 actuators for all GTGs.
* Record keeper and supervisor for all SCBAs that needed hydrostatic testing, filling, and replacement of HUDS, ETC.
* Served as a fire marshal on board the naval ships: USS Wayne E. Meyer
* Educated the ship's crew to be properly prepared for any fire, flooding, and electrical casualty.
* Helped the crew combat a chemical, biological, radiological defense environment by instructing the crew on how to wear the CBR suit properly.
* Identified blueprints and diagrams that pertain to fixed fire systems and all piping systems.
* Managed the maintenance of all firefighting equipment to ensure one hundred percent operational capabilities.
* Utilized the ship's maintenance, materials, and management program.
* Guaranteed a safe working environment by implementing proper procedure and compliance which allowed the safe use of equipment for the ship's crewmembers.
* Supervised daily jobs to procure a passing grade for every inspection.
* Repaired SCBA bottles and ensured air quality was evaluated for safe use for ship personnel.
* Worked on all machinery that supplies air to SCBA.
* Conducted inventory and inspection of all tools and equipment.
* Completed monthly inspection on all the jobs/parts to ensure accurate inventory and receipt of orders in on time.
* Supervised over 8 people or more a day to make sure daily tasks were complete promptly.
* Conducted quality inspections on firefighting systems to include Halon, Aqueous Film
* Forming Foam, Aqueous Potassium Carbonate, and Sprinkling Systems.
* Performed in-process evaluations on contractors and junior personnel to ensure quality standards and procedures remained in accordance with various technical manuals and publications.
* Conducted routine hot work inspections of ship’s crew, and contractors to verify that all standards are meeting met in accordance with OSHA.
* Gas free tanks, and void to ensure ship personnel can enter safely to get work done.

**Leith Nissan**

Line Technician- Cary, NC February 2012-April 2015 Salary: $43,000 per year | Hours/Week: 40
Supervisor: Aaron Cress, 919-200-0893, contact me first

* Serviced over 100 vehicles with zero mishaps and one hundred percent satisfaction
* Up sold and promoted thousands of dollars in extra services such as new tires and brake jobs
* Worked under the direction of a Master Mechanic, rotating through diagnosis and repair of automotive systems and units.
* Demonstrated talent for quickly and accurately diagnosing mechanical failures and determining corrective actions.
* Perform routine and scheduled maintenance services such as oil changes, lubrications, and tune-ups.
* Confer with customers by telephone or in person to provide information about services, take orders, obtain details of complaints.
* Installed and repaired accessories, such as radios, heaters, mirrors, and windshield wipers.
* Complies with state vehicle requirements by testing engine, safety, and combustion control standards

**Braxton’s Auto Advantage**

Auto Detailer - Apex, NC August 2009-January2012 Salary: $39,000 per year | Hours/Week: 40
Supervisor: Saul Hector, 240-354-2122, contact me first

* Operated miscellaneous tools, spray guns, industrial vacuums, and cleaners
* Applied wax to auto body, wiped or buffed surfaces with cloth or a buffing machine
* Responsible for training inexperienced staff on procedures and various duties
* Resolved complaints from upset customers, handled complaints when staff was unable to satisfy the customer
* Provided unscheduled coverage when needed or when workloads increase.
* Inspected vehicles thoroughly for damages and dents and reported to customers prior to providing to service
* Applied revitalizers and preservation agents to vinyl or leather surfaces and treat fabrics with spot- and stain-resistant chemicals to preserve and protect interior components
* Cleaned engine and engine compartment with proper equipment to remove grease and grim
* Applied special-purpose cleaners to remove foreign materials which normal cleaning procedures do not remove, utilizing experience and judgment and following recommendations of the product's manufacturer

 **Education**

* U.S. Navy Basic/advanced Damage Controlman training, 120 hours
* U.S. Navy general shipboard firefighting training-self-contained breathing apparatus (SCBA), 40 hours
* Gas free engineer and gas free engineering petty officer for surface (afloat) operations, 40+ hours
* Shipyard Competent Person (SYCP) certified
* OSHA 10
* OSHA HAZWOPER certified
* Basic first aid
* PDI certified
* BlueTEC-II Diesel – Emission Modification Program certified
* Engine Management basics – Gasoline certified
* Engine management basics – Diesel certified
* High voltage awareness (EVs)

**Skills**

Through past experiences I have gained a multitude of skills and knowledge, the skills and knowledge include but are not limited to:

* Leadership
* Time management
* Troubleshooting
* Tech savvy
* Strategic thinking
* Fabrication
* Vehicle Maintenance
* Quality Assurance
* Mechanical Knowledge
* Welding
* Human resources
* Plasma Cutting
* Customer support
* Brake Repair
* Customer service
* Low Voltage
* OSHA
* Risk management
* Electrical Experience
* Diesel Engine Repair
* Suspension
* Automotive Diagnostic
* Blueprint Reading
* Technical Troubleshooting
* Network Configuration
* Hardware and Software Installation
* Attention to Detail