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# LEONARDO A. GOMEZ

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## PERSONAL INFORMATION

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Address 5039 N. Bay Ridge Ave., Whitefish Bay, WI., 53217

Cellphone (414) 303-4034

Age 43

E-mail address [alfonsogomez444@yahoo.com](mailto:alfonsogomez444@yahoo.com)

## EDUCATION

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2005 Automobile Service Consultant Certification Automotive Service Excellence (ASE), College of Lake County, Grace Lake, Illinois, EUA.

1992 – 1994 Automotive Technician specialized in gasoline engines certification at School of Automotive Mechanics of Cuernavaca, Mexico.

1988 – 1991 High school. Morelos College of Cuernavaca, Mexico.

## WORK EXPERIENCE

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JUN. 2015 – UNTIL TODAY General Manager at El Rey Foods, Milwaukee, WI.

MAR.2012—FEB. 2015. Service Manager at a Chevrolet dealer (*Iztacalco Motors*), also working as Body Shop Manager, Mexico City.  
Habib Mena (Owner) +52-(55)5698-0000

APR – DEC. 2011 Senior Parts Countermen at Antioch Auto parts NAPA, Antioch, IL., USA.  
John Strauel (847) 395-3660

APR. 2002 – APR 2011 Pepboys Auto, Round Lake Beach, IL., USA.  
Ken Jones AREA DIRECTOR (847)757-1615

NOV. 2006 – APR. 2011 Service Manager

JUN 2002 – NOV. 2006 Service Consultant

APR 2002 – JUN. 2002 Mechanic.

1999 – 2002 Service Advisor at Car Express, Nuevo Laredo, Mexico.

1996 – 1999 Service Advisor at Tune Up, Cuernavaca, Mexico.

1995 – 1996 Mechanic at *Auto Stuttgart* Mercedes Benz, Cuernavaca, Mexico.

1994 – 1995 Mechanic at *Marana Motors*, Cuernavaca, Mexico.

1993 – 1994 Emission test technician at *Alta Auto*, Cuernavaca, Mexico.

1992 – 1993 Apprentice of Mechanic at *Modelo* Group, Cuernavaca, Mexico.

## COURSES

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2014	“Service Department’s Efficiency Reports”, General Motors, Mexico.
2012	“Human Resources Talent Quest”, General Motors, Mexico.
2011	“Service Adviser Trust Values”, Pepboys Auto; IL., USA.
2011	“Effective Service Sales”, Pepboys Auto; IL., USA.
2010	“Effective Wrap up Service Sales”, Pepboys Auto; IL., USA.
2010	“Basics on additional Sales”, Pepboys Auto; IL., USA.
2009	“Basic Suspension Sales”, Pepboys Auto; IL., USA.
2008	“Basic Tire Sales”, Pepboys Auto; IL., USA.
2007	“Customer Service Excellence”, Pepboys Auto; IL., USA.
2006	“Phone skills”, Pepboys Auto; IL., USA.
1996	Course SRS system Mercedes Benz Series E, C and CLK, Auto Stuttgart Mercedes Benz; Cuernavaca, Mexico.
1995	Course of Fuel injection Systems, Mercedes Benz, Auto Stuttgart Mercedes Benz; Cuernavaca, Mexico.
1995	Seminar (Your Business), Monterrey University Campus Morelos; Cuernavaca, Mexico.
1994	Seminar for emission test facility for the Government of Morelos, Mexico.
1994	First state contest of mechanics, winning the first place, General Direction of Capacitation Centers of the Government of Morelos, Mexico.
1993	Course of fuel injection at Volkswagen’s factory; Puebla, Mexico.
1993	Seminar in diagnostics DRB II at <i>Escuela Mecánica Automotriz del Estado de Morelos, S.C.</i> ; Cuernavaca, Mexico.
1993	Course of fuel injection at Chrysler at <i>Escuela Mecánica Automotriz del Estado de Morelos, S.C.</i> ; Cuernavaca, Mexico.

## PROFESIONAL GOALS

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Take our team to the next level of customer satisfaction to be competitive and successful in the business, so we can retain satisfied customers in our stores.

## LANGUAGES

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90%	English
	Spanish (Native speaker).

Milwaukee, WI., January 2017.