HENRY FORD

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ASE MASTER AUTOMOTIVE TECHNICIAN | DIAGNOSTIC SPECIALIST

PROFESSIONAL SUMMARY

Ford-focused ASE Master Automotive Technician with 12+ years of dealership experience servicing Ford and Lincoln vehicles. Skilled in Ford electrical and network diagnostics, EcoBoost engine performance, Power Stroke diesel systems, hybrid/EV safety, and warranty procedures. Recognized for consistent first-time repair quality, high productivity, and mentoring developing Ford technicians.

AREAS OF EXPERTISE

- ✓ Ford IDS / FDRS Diagnostics
- ✓ Power Stroke Diesel Systems
- ✓ Ford Drivetrain Diagnosis
- ✓ Ford CAN Network Testing
- ✓ Ford Electrical Troubleshooting
- ✓ Ford Warranty Repairs
- ✓ EcoBoost Engine Performance
- ✓ Ford ABS / Brake Systems
- ✓ Ford Multi-Point Inspections
- ✓ Ford Hybrid / EV Safety
- ✓ Ford HVAC Service
- ✓ Ford Technician Mentoring

PROFESSIONAL EXPERIENCE

Senior Ford Automotive Technician, Keystone Valley Ford, Allentown, PA | June 2022 – Present

Lead diagnostic technician at a high-volume Ford dealership, resolving complex electrical, drivability, and powertrain concerns on Ford and Lincoln vehicles.

- Diagnose Ford CAN network, electrical, EcoBoost engine, and drivability faults using Ford IDS/FDRS, PTS, oscilloscopes, and wiring diagrams.
- Maintain a 96% first-time-fix rate and average 115% flat-rate productivity through accurate Ford service diagnostics and repair verification.
- Complete Ford warranty repairs on engines, transmissions, brakes, HVAC, and hybrid systems using Ford workshop manuals and high-voltage safety procedures.
- Mentor three junior Ford technicians, review complex repair orders, and improve digital multi-point inspection consistency.

Ford Automotive Service Technician, Summit Ridge Ford, Bethlehem, PA | March 2019 – May 2022

Completed customer-pay and Ford warranty repairs with an emphasis on electrical systems, engine performance, factory maintenance, and diagnostic accuracy.

- Diagnosed Ford EcoBoost misfires, emissions faults, charging issues, ABS concerns, and steering and suspension problems.
- Averaged 45–50 flagged hours weekly while following Ford repair quality, comeback prevention, and warranty documentation requirements.
- Used Ford IDS, FDRS, OASIS, technical service bulletins, and factory wiring diagrams to isolate faults and verify repairs.
- Performed Ford digital vehicle inspections, documented findings with photos, and coordinated recommendations with service advisors.

Ford Automotive Technician, Blue Ridge Ford, Reading, PA | July 2016 – February 2019

Diagnosed and repaired Ford gasoline engines, transmissions, suspension, brakes, and electrical systems in a Ford franchise service department.

- Diagnosed Ford check-engine lights, EcoBoost drivability concerns, electrical faults, and module communication issues with IDS and OEM procedures.
- Completed Ford customer-pay and warranty repairs involving timing components, cooling systems, steering, brakes, and driveline assemblies.
- Recorded Ford multi-point inspections, repair findings, and post-repair checks to support estimates and first-time repair quality.

Entry-Level Ford Service Technician, Lancaster Ford Center, Lancaster, PA | June 2013 – June 2016

Developed foundational skills in Ford dealership maintenance, inspections, and light mechanical service under experienced Ford technicians.

- Performed Ford scheduled maintenance, oil services, tire balancing, brake repairs, fluid exchanges, and battery testing.
- Assisted Ford senior technicians with scan-tool diagnostics, electrical tests, warranty repairs, and road-test verification.
- Followed Ford service bay safety procedures, maintained tools, and communicated inspection findings to service advisors.

TRAINING & CERTIFICATIONS

- Ford Senior Master Technician — Ford factory training recognition
- ASE Master Automotive Technician — A1–A8; ASE L1 Advanced Engine Performance
- Ford STARS Training: EcoBoost Engines, Electrical Systems, Network Diagnostics
- Ford Factory Training: IDS/FDRS, Power Stroke Diesel, Hybrid / EV High-Voltage Safety
- Ford Warranty and Service Procedures; EPA Section 609 MVAC Certification

EDUCATION

Pennsylvania College of Technology, Williamsport, PA
Associate of Applied Science, Automotive Technology — Ford ASSET Program | 2015

Lehigh Valley Technical Institute, Schnecksville, PA
Automotive Technology Program — Ford Dealership Internship | 2013