

Isaac Willoughby

Veteran, Automotive Technician

Fountain Valley, CA 92708

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Accomplished Section Leader with extensive background in all areas of transportation, security staging and shipping of tactical vehicles, receiving, invoicing, and inventory control. Equally strong in managing transportation fleets,

including those with more than 50 vehicles. Proven ability to work efficiently and effectively under pressure adept problem solver. Communicate effectively both orally and written. Extensive experience in planning and organizing.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Service Technician

LAMBORGHINI NEWPORT BEACH-Irvine, CA

March 2022 to Present

1. Assist with repairs and diagnostic.
2. Mount and balance tires.
3. Perform 360 inspections.
4. Clean shop and maintain safety.
5. Prepare new cars for delivery and install additional add ons.
6. Fill out repair orders with additional information as needed.
7. Answer customer questions about their cars.

Independent Contractor

Instacart-Fountain Valley, CA

February 2021 to March 2022

- Assessed, organized and documented customer orders to develop an appropriate plan of action.
- Delivered groceries to customer homes or places of business.
- Maintained a 5-star rating of speed and efficiency.
- Handled customer concerns and issues
- Executed excellent customer service

Motor Transportation Supervisor

Enlisted in the United States Marine Corps-Camp Pendleton, CA

February 2017 to February 2021

- Responsible for the well - being, discipline, morale, and readiness of a 40 - member Motor Transportation section.
- Planned team training schedules for accomplishing mission objectives
- Transported 500,000 lbs. of cargo and personnel over 5 50 accident - free road miles.
- Convoy commander, supervising 40 Marines in direct support of 30 tactical convoys and operations.
- Supervised 40 Marines in support of transportation of vehicles to include training , safety, vehicle dispatch, scheduling, preventative maintenance.
- Managed hazardous cargo certification requirements, vehicle maintenance, and safety deadlines with ease.
- Provided technical and motivational leadership, conducted meetings and presentations and led team through personal example .
- Wrote damage and maintenance reports weekly for over 50 Tactical Vehicles.

Alarm Dispatcher

C.O.P.S. Monitoring-Lewisville, TX
March 2015 to February 2017

- Assisted in receiving emergency and non-emergency calls and record significant information.
- Addressed problems and requests by transmitting information to the police department.
- Provided solutions for customer technical issues.
- Delivered excellent customer service.

Oil Field Associate

Maverick Field Services-La Grange, TX
June 2013 to March 2015

- Assisted in cleaning and preparing construction sites.
- Loaded and unloaded materials and equipment.
- Operated and tended to machinery and heavy equipment.
- Built scaffolding and temporary structures.

Education

Associate's in Collision Repair

Universal Technical Institute - Long Beach, CA
February 2021 to Present

High School Diploma

Hebron High School - Carrollton, TX
August 2009 to May 2013

Skills

- Customer Service (3 years)

- Team Work (9 years)
- Problem-solving (9 years)
- Reliability (9 years)
- Military Experience (4 years)
- Management (4 years)
- Transportation Management (4 years)
- Logistics (4 years)
- Inventory Control (4 years)
- Automotive Repair (1 year)
- Vehicle Maintenance (5 years)
- Freight Experience (4 years)
- Delivery Driver Experience (5 years)
- Load & Unload (4 years)
- Driving (5 years)
- Operations Management (4 years)
- Customer service

Military Service

Branch: United States Marine Corps

Service Country: United States

Rank: Corporal

February 2017 to February 2021

- Responsible for the well-being, discipline, morale, and readiness of a 40-member Motor Transportation section.
- Planned team training schedules for accomplishing mission objectives.
- Transported 500,000lbs of cargo and personnel over 550 accident-free road miles.
- Convoy commander, supervising 40 Marines in direct support of 30 tactical convoys and tactical operations. Supervised 40 Marines in support of transportation of vehicles to include training, safety, vehicle dispatch, scheduling, preventive maintenance.
- Managed hazardous cargo certification requirements, vehicle maintenance, and safety deadlines with ease.
- Provided technical and motivational leadership, conducted meetings and presentations and led team thru personal example.
- Responsible for the well-being, discipline, morale, and readiness of a 40-member Motor Transportation section.
- Planned team training schedules for accomplishing missions.
- Wrote damage and maintenance reports weekly for over 50 Tactical vehicles

Assessments

Sales skills — Proficient

March 2024

Influencing and negotiating with customers

Full results: [Proficient](#)

Verbal communication — Proficient

February 2022

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Teamwork: Interpersonal skills — Proficient

February 2022

Responding to challenging team situations at work

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Proficient

February 2022

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

Typing — Proficient

February 2022

Transcribing text

Full results: [Proficient](#)

Attention to detail — Proficient

February 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Retail customer service — Proficient

March 2024

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.