

# Charley Rock

BMW Technician | Server | Sales Associate | Busser

📞 (949) 403-4133    ✉ charleyrock3@gmail.com    📍 Newport Beach, CA

## Summary

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- Diagnosed and repaired complex mechanical and electrical issues in BMW vehicles, ensuring strict adherence to manufacturer specifications. Leveraged advanced tools like BMW ISTA and DIS, enhancing problem resolution efficiency by 30%. Communicated repair processes effectively to clients, boosting customer satisfaction ratings. Committed to continual learning in automotive technology, uniquely positioned to contribute to a dynamic team. Hardworking and passionate individual committed to excellence. Reliable and self driven professional with a strong focus on customer satisfaction, cleanliness, and maintaining a positive brand image. Passionate about automotive work and eager to contribute both skill and enthusiasm to a fast-paced team environment. Known for going above and beyond – whether it’s staying late, picking up extra shifts, or giving 100% to every task. Proud to bring a strong work ethic, independence, and team-first attitude to help drive company success.

## Experience

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BMW Technician  
BMW sterling

Sep 2025 - Present

- Diagnosed and repaired complex mechanical and electrical issues in BMW vehicles, ensuring adherence to manufacturer specifications.
- Utilized advanced diagnostic tools and software, including BMW ISTA and DIS, to accurately identify and resolve technical problems.
- Provided exceptional customer service by clearly communicating repair processes and timelines to clients.
- Stayed current with industry trends and advancements in automotive technology to maintain competitive expertise.
- Participated in ongoing training programs to enhance technical skills and knowledge of BMW-specific systems.

Server  
Benihana  
Concord

May 2024 - Dec 2024

- Provided exceptional customer service by attentively addressing guest needs and ensuring a memorable dining experience.
- Efficiently managed multiple tables simultaneously, maintaining a high level of organization and attention to detail during peak service hours.
- Utilized point-of-sale systems to process transactions, manage orders, and track inventory effectively.
- Participated in regular staff meetings to discuss menu changes, service strategies, and team performance improvements.
- Promoted special events and menu items to guests, enhancing their dining experience and increasing sales.
- Handled cash and credit transactions accurately while balancing the cash register at the end of shifts.
- Maintained knowledge of the full menu and drink offerings to provide informed recommendations to guests.

Sales Associate  
Brandy Melville  
Newport Beach, CA

Mar 2023 - Apr 2024

Provided exceptional customer service by answering inquiries, handling complaints, processing returns, and assisting with product location and purchases. Managed cash transactions accurately and efficiently while maintaining up-to-date knowledge of store merchandise and policies. Lifted and transported heavy items- including boxes, racks, and supplies – during store relocation and daily operations, following all safety regulations. Maintained a clean and organized store environment through vacuuming, merchandise arrangement, and proper product placement. Collaborated with team members to achieve group sales targets, while fostering repeat business by building positive relationships with customers.

Busser  
Rose Cafe  
Newport Beach, CA

Nov 2021 - Feb 2023

Provided attentive customer service by listening to guests and addressing their dining needs with care and accuracy. Delivered meals in a calm, organized manner while maintaining a clean and welcoming dining environment. Handled incoming phone calls related to menu inquiries, location details, and allergy concerns with professionalism. Supported front-of-house operations by restocking supplies, setting up for service, and maintaining cleanliness throughout shifts. Demonstrated physical endurance by lifting up to 50+ lbs and remaining on foot for extended periods in a fast-paced setting.

Education

Automotive & EV Technology Diploma  
Universal Technical Institute (UTI)  
2025   Long Beach, CA

General Education Development Certificate  
Corona Del Mar High School  
Newport Beach, CA

Skills

Multitasking Skills	Expert	Organizational Skills	Expert	Cash Handling	Expert
BMW ISTA Proficiency	Expert	Safety Compliance	Expert	Attention to Detail	Expert
Customer Service & Satisfaction		Time Management		Upselling	
Communication		Problem-Solving		Cleanliness	
Teamwork		Client Account Management		Efficient Worker During Rush Hours	

Certifications

BMW Manufacturer Training: In Process

# Interests

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automotive work