



PAUL D. PALMER, A.S.

Automotive Technician

CURRENT EMPLOYMENT

Ruhl Forensic, Inc., since 1985.

Automotive consultant.

Palmer Competition, since 1996.

Owner and operator. Build racing engines for drag, stock and truck pulling vehicles, specialize in cylinder head porting and bringing engines up to efficiency for horsepower gains.

PREVIOUS EMPLOYMENT

Bocker Motors, Inc., Stockton, IL, 1992-1996

Service manager. Responsible for departmental proficiency, factory representative contact, customer service, repair orders, diagnosing mechanical problems with and for technicians, administering warranties, supervising employees.

Bocker Motors, Inc., Freeport, Sterling, Mount Carroll and Stockton, IL, 1988-1992

Service consultant. Based at main dealership in Freeport. Responsible for determining possible deficiencies in all four dealerships and advising on company improvements. Worked to increase the effectiveness of line technicians.

Tormohlen/Bocker Chevrolet, Freeport, IL, 1977-1981

Service manager. Responsible for determining possible deficiencies in all dealerships and advising on company improvements. Worked to increase the effectiveness of line technicians.

Bachrodt Chevrolet, Freeport, IL, 1975-1977

Service manager. Same duties as at Bocker Motors. In addition supervised two service writers, twelve line technicians and several support personnel.

Bachrodt Chevrolet, Freeport, IL, 1971-1975

Assistant service manager. Served customers, wrote repair orders, diagnosed mechanical problems with and for technicians, administered warranties, and supervised employees.

Bachrodt Chevrolet, Freeport, IL, 1970-1971

Parts manager. Ordered parts, supported technicians and walk-in customer needs,

warranty administration, parts supply.

Jack Schwartz Chevy/Oldsobile, Elizabeth, IL, 1969-1970

Parts manager. Inventory, orders, supervised eight employees, warranty administration, customer billing and updating and enlarged parts department.

Jack Schwartz Chevy/Oldsobile, Elizabeth, IL, 1967-1969.

Mechanic.

EDUCATION

A.S., 1969 Highland Community College, Freeport, IL
Field: Automotive Technician

TRAINING

Automotive Service, University of Michigan, Flint, Michigan, 1985

General Motors College of Automotive Service, 1985

Numerous General Motors technical training programs, seminars and specialized workshops.

PROFESSIONAL CERTIFICATION

Certified Service Manager, Chevrolet's Warranty Management System, 1993

Completed program allowing me to make all warranty decisions without prior approval from the Chevrolet central office.

Completion, Mopar Management Education, Chrysler Corporation, 1993

Awarded Service Supremacy, Chevrolet Motor Division

One of the first of 115 service managers in the USA to have his service department given the highest award of Chevrolet Motor Division.

Special Certifications, General Motors

DLR Service Management/Advisor New Product Training, 1982

New Product Familiarization: 1981 Chevrolet, 1980

Model 250C Automatic Transmission, 1979

Turbocharger Operation Diagnosis and Servicing, 1979

Approximately 30-40 additional certifications

PROFESSIONAL ASSOCIATIONS

National Hot Rod Association (NHRA)

National Corvette Restorers Society (CRS)

National Safety Council (firm membership) (NSC)