

# Michael Flynn Garcia

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## SUMMARY

**Project Manager** skilled in establishing, implementing and promoting private and public sector programs. Proven ability to build and lead internal and external teams aligned with organizations. Resourceful spokesperson for Automotive Industry and advocating on behalf of Private Non Profit agencies.

## PROFESSIONAL EXPERIENCE

### **Mazda North American Operations, Irvine, CA**

**1995 - 2009**

U.S. Distributor for Imported and Domestic built Mazda Sedans, Trucks, SUVs and Sports Cars

### **Western Region Technical Training Instructor (2007 - 2009)**

Delivered automotive technical training presentations and led hands-on shop activities to Mazda Dealer Technicians.

- Conducted training for the new model 2009 Mazda6 Sport Sedan and achieved 90% excellent rating on web-based instructor evaluation student exit surveys. Curriculum focused on On-Board Diagnostics (OBD II) engine management, safety, stability and traction control systems along with other fundamental courses (Introduction to Mazda, Tribute Hybrid, Steering, Suspension and Brakes, Electrical and Advanced Engine Management).
- Increased regional office "Fix It Right The First Time" scores by 10% concentrating on technician's customer communication skills, improving Technical Hotline call handling, and understanding proper warranty procedures.

### **CX-7 Product Support Engineer (2005 - 2007)**

Directed the successful Technical Services Department launch of the new model 2007 Mazda CX-7 Crossover.

- Managed multiple departmental inputs (Product Marketing, Parts, Vehicle Logistics, Warranty, Service Information, Special Tools, Technical Assistance Hotline and Technician Training—everything related to after-sales support for Domestic/ International dealer material).
- Attained 100% CX-7 launch objectives for parts inventory at distribution centers, comprehensive set of service information availability at the dealership level, and Master Technician training attendance at time of vehicle dealer launch.
- Ensured post-launch CX-7 owner satisfaction by identifying emerging customer issues, communicating those issues to the engineering department in Japan, and preparing the U.S. Market Technical Service Bulletins.

### **Mazda Raceway Laguna Seca Monterey California Special Event Product Spokesperson (2005 – 2009)**

### **B-Series Truck Product Support Engineer (2002 - 2005)**

In charge of resolving all technical owner issues with the Mazda B-Series Truck.

- Developed dealer repair procedures and implemented Federal Recall programs after researching warranty data, obtaining dealer input and investigating owner concerns and complaints. Required cross divisional coordination with Ford Motor Company Technical Service Operations (TSO), Plant Vehicle Team (PVT) and Quicker Service Fix (QSF) teams. Reduced the number of monthly vehicle buybacks by 80% through process improvement and improved coordination.

### **Mazda North American Operations Diversity Advisory Council (2000 – 2005)**

### **Special Service Tools and Equipment Manager (1997 - 2002)**

Managed a \$13m profit center tasked with providing special tools and equipment for seven hundred domestic Mazda franchised dealers as well as International Distributors in Canada, Guam, Puerto Rico, Saipan and Taiwan. Handled budget, demand forecasts, vendor selection and negotiation, order fulfillment, inventory management and customer relations.

- Designed and introduced first Mazda Dealer catalogue for Service Shop Equipment, Special Service Tools and Diagnostic Equipment.
- Launched first automobile manufacturer web-based dealer ordering system for equipment and tools (Mazda M-Store).
- Exceeded annual P&L department objectives and became department's new primary profit center.
- Planned and executed new required diagnostic equipment upgrades (OBD 2 Worldwide Diagnostic System, K-Line Evaporative Emission Tester and Midtronics Battery Conductance Tester) which resulted in faster vehicle repairs, reduced warranty expense and higher owner satisfaction levels.

### **Technical Hotline Specialist (1996 - 1997)**

- Provided phone authorization for Northeast (NE) and Southeast (SE) dealers when replacing major drivetrain components (i.e. engine, transmission, powertrain control modules and turbochargers).

### **Warranty Claims Adjuster (1995 - 1996)**

- Processed Mazda warranty claims and appeals, provide NE and SE dealer assistance on an 800-Warranty phone line with a special department assignment of tracking personnel daily productivity.

## Previous Experience

**Foster and Associates Real Estate Appraisal Services, Santa Ana, CA.** 07/93 ~ 02/94  
Created real estate single family and multi-family appraisal reports in Southern California area.

**Trak Auto Parts Retail Store Manager, La Mirada, CA.** 06/92 ~ 06/93  
Supervised and trained retail floor staff in customer service, inventory and sale of automotive parts and accessories.

**Ritz Carlton Hotel Accounting Auditor, Laguna Niguel, CA.** 12/89 ~ 11/90  
Audited Food & Beverage department, retail accounting activity and General Ledger entry at the Ritz Carlton Hotel.

**Bresson Wholesale/ Retail Landscape Nursery Manager, Riverside, CA.** 01/84 ~ 05/86  
Supervised and trained retail floor staff in customer service, inventory and sale of nursery products and plants.

## Previous Experience Prior to University Graduation

**B.F. Goodrich Auto Racing Rally Crew Member, Santa Ana, CA.** 06/82 ~ 01/84  
Supported Mazda, Mitsubishi and Nissan SCCA Pro Rally Car Service at Steve Millen Racing.

**Autohaus Indio Automobile Dealership Service and Parts Manager, Indio, CA.** 06/79 ~ 06/80  
Managed Service and Parts departments at an Authorized Fiat Motors of North America Automobile Dealership.

## **EDUCATION**

Bachelor of Arts, Economics  
Bachelor of Arts, Studio Art, Photography  
University of California, Riverside, California

## **AFFILIATIONS**

Corona Del Mar Chamber of Commerce Member  
Corona Del Mar Coastline Car Classic Concours Committee and Rallymaster  
Juvenile Diabetes Research Foundation (**JDRF**) - Ford Trustmark Annual Walk Team Captain  
JDRF - Mazda SevenStock Carshow Organizing Committee  
JDRF - Annual Coto de Caza "Fore the Kids" Golf Tournament Committee and Logistics Coordinator  
Multiple Sclerosis Pacific South Coast Chapter "Team LIFE In Motion"  
Society of Automotive Engineers International Member  
Automotive Service Excellence Certified Master Automobile Technician Certification  
Member of Iowa Tribe of Oklahoma