



# A Message from the Chairman

It is an honor and a privilege to take on the role of chairman of ASE. Having served on the board since 2015, I have seen the valuable service ASE provides to the industry. Their focus on the advancement of service professionals through testing and certification benefits employers, consumers, and most importantly, service professionals themselves.

As a medium/heavy duty truck ASE Certified Master Technician, I know the value and significance of ASE certification. It is an important designation in the workplace and motorists see it as a sign of expertise and knowledge, signifying that they are in good hands when their vehicle is serviced. As technology gets more complex, I am proud to share that ASE has several new initiatives in the works to address the evolving transportation industry.

Recently introduced, the ProProctor remote testing option is off to a great start. Through its partnership with Prometric, ASE now offers ProProctor for all ASE recertifications tests, excluding L1 and L2. ProProctor remote testing allows service professionals to recertify their ASE certifications online at a time and location that is convenient for them. Whether testing remotely with ProProctor or in-person at a test center, those taking recertification tests will have the same screen experience and use the same test driver.

To stay at the forefront of ever-evolving vehicle technology, ASE recently introduced the Advanced Driver Assistance Systems (ADAS) Specialist Certification Test (L4) and is developing safety tests for hybrid and electric vehicles. By working with industry experts to create the guidelines and assessment criteria for service technicians and shop personnel who work on electric and electric/hybrid vehicles, ASE plans to introduce the xEV Safety Certification tests soon.

In addition to these new initiatives, one of my priorities is to continue to advance and communicate the value of ASE throughout the industry and beyond. Vehicle service and repair facilities can benefit from what ASE offers by helping their employees earn ASE certifications and highlighting those achievements, so their customers know they employ knowledgeable, experienced professionals. In fact, ASE has once again designated June as Automotive Service Professionals Month, a time to honor and recognize the valuable work that ASE Certified service professionals perform each and every day.

On behalf of the ASE board of directors, we want to thank all of the stakeholders who work closely with ASE, year in and year out. We are proud of the value ASE provides to the transportation industry and its customers, and we look forward to helping enhance and advance the careers of service professionals from coast to coast.

Homer Hogg

Vice President, Truck Service TravelCenters of America

Homen Hogg

## Congratulations

### to the 2022 ASE Service Professionals Award Winners



Row 5 (Back) L to R: Todd Heiberger, David Fleck, Randal Nielsen, Jerry Blasingame, Jacob Boone, Frank Tiedt, Zachary Ashton, Scot East, Adam Vershon Row 4 L to R: Jay Schick, Michael Todd Cooper, Thomas Alderman, Dennis Corson, David Nichols, John Weber III, John Myers Row 3 L to R: Andrew Jensen, Scott Hemsley, Jere Price, Michael Thomason, Lorenzo Ramos, SrA Joshua Bright, David James Row 2 L to R: Eddie Yarborough, Brian Toltzmann, Brock Hollingsworth, Margarette Langdon-Lewis, Daniel Williams, Ron Efken, Ted Hayes, Travis Niemoth Row 1 (Front) L to R: Anthony DiCicco, Mark Ehlers, Gabriel Qahtani, Nicholas Barajas, Brent Ordway, Stephen Keeney, Steven Whittenberg, John Rodriguez, Sara Heller, David Rodriguez, Michael Hanson

**Not in Photo:** Justin Bennett, Gary Hughes, Gary Kulinec, Leon Morris, Nathaniel Nie, Paul Polis, Raul Rivera, Jason Rogers, Kenneth Vieira, Juwan Willis Sr.

Fifty-two automotive professionals were recognized on November 17, 2022, at the Fall Board of Governors meeting of the National Institute for Automotive Service Excellence (ASE) held at the Mission Valley Marriott in San Diego, CA. The annual awards banquet spotlights top scorers on the ASE certification tests. Companies from both the OEM and aftermarket segments sponsored the individual technician recognition awards in the automobile, collision, truck and school bus, parts, educator and training sectors. The individuals honored demonstrated their knowledge by placing among the highest scoring automotive professionals holding ASE credentials. This, along with their exemplary performance each and every day, makes them exceptional examples of our industry to the public we serve.

"We want to congratulate all of the award winners and wish them continued success in their respective careers," said Tim Zilke, ASE president and CEO. "We had a tremendous group of nominees, and they all were deserving of this recognition."

Please join us in congratulating the 2022 ASE award winners who truly define what it means to be an "Automotive Service Professional."

#### Big O Tires/ASE Automobile Technician of the Year

Steven Whittenberg (Jefferson City, Missouri)

#### BMW/ASE Master Automobile Technician of the Year

Michael Hanson (Shelby Township, Michigan)

#### **BodyShop Business/ASE Master Collision Repair and Refinish** Technician of the Year

Thomas Alderman (Ocala, Florida)

#### The Bosch Automotive Service and Maintenance Module/ASE Master **Automobile Technician of the Year**

Paul Polis (Ham Lake, Minnesota)

#### The Bosch Diesel Workshop/ASE Master Automobile Technician of the

Brent Ordway (Dothan, Alabama)

#### The eXtra Program/ASE Technician of the Year

John Weber III (Dayton, Ohio)

#### Bridgestone Retail Operations/ASE Master Automobile Technician of the Year

Scot East (Prosper, Texas)

#### Byrl Shoemaker/ASE Education Foundation Instructor of the Year

Juwan Willis (Pontiac, Michigan)

#### CCAR/Electude/ASE Instructor of the Year

Sara Heller (Branchburg, New Jersey)

#### Cengage Learning/ASE Master Automobile Technician of the Year

David Rodriguez (Twin Falls Idaho)

#### Delco Remy/ASE M/H Truck Electrical/Electronic Systems Technician of the Year

Mark Ehlers (Lisle, Illinois)

#### First Student/ASE Master School Bus Technician of the Year

Brock Hollingsworth (Coffeyville, Kansas)

#### First Transit/ASE Master Transit Bus Technician of the Year

Raul Rivera (San Juan, Puerto Rico)

#### First Vehicle Services/ASE Master Automobile and M/H Truck Technician of the Year

Daniel Williams (Longview, Texas)

#### Freightliner/ASE Master M/H Truck Technician of the Year

Travis Neimoth (Lincoln, Nebraska)

#### Gates Tools for Schools/ASE Instructor of the Year

Michael Thomason (Lawton, Oklahoma)

#### Gates/ASE Master Automobile + L1 Technician of the Year

Zachary Ashton (Applegate, California)

#### **GM/ASE Master Automobile Technician of the Year**

Frank Tiedt (Milwaukee, Wisconsin)

#### **GM/ASE Parts Consultant of the Year**

Eddie Yarborough (Sanford, North Carolina)

#### **GM/ASE Service Consultant of the Year**

Jere Price (St. Louis, Missouri)

#### Acura/ASE Master Automobile Technician of the Year

John Rodriguez (Sherman Oaks, California)

#### Honda/ASE Master Automobile Technician of the Year

Scott Hemsley (Walnut Creek, California)

#### I-CAR Platinum/ASE Master Collision Repair and Refinish Technician of the Year

Brian Toltzmann (Hoffman Estates, Illinois)

#### Midas International/ASE Master Automobile Technician of the Year

Lorenzo Ramos (Greenwood Village, Colorado)

#### Mitchell1/ASE Educator of the Year

Nathaniel Nie (Mission Viejo, California)

#### Motor Age/ASE Master Automobile + L1 Technician of the Year

Justin Bennett (Statesville, North Carolina)

#### NAPA/ASE Master Automobile Technician of the Year

Margarette Langdon-Lewis (Belfast, Maine)

#### Navistar/ASE Master M/H Truck Technician of the Year

John Schick IV (Grand Rapids, Michigan)

#### Navistar/ASE Master School Bus Technician of the Year

Anthony DeCicco (Exton, Pennsylvania)

#### Infiniti/ASE Master Automobile Technician of the Year

Gary Kulinec (Peoria, Arizona)

#### Nissan/ASE Master Automobile Technician of the Year

Dennis Corson (Augusta, Maine)

#### NTB/ASE Master Automobile Technician of the Year

Jacob Boone (Washington, Missouri)

#### Pep Boys/ASE Master Automobile Technician of the Year

Michael Todd Cooper (Hemet, California)

#### Pronto/ASE Master Automobile Technician of the Year

John Myers (Corona, California)

#### Car-O-Liner/ASE Master Collision Repair and Refinish Technician of

Gary Hughes (Howell, New Jersey)

#### NEXIQ/Snap-on/ASE Master M/H Truck Technician of the Year

Adam Vershon (Springfield, Massachusetts)

#### Snap-on/ASE Master Automobile Technician of the Year

Jason Rogers (Alamosa, Colorado)

#### SpeeDee Oil Change and Auto Service/ASE Master Automobile Technician of the Year

Jerry Blasingame (Vallejo, California)

#### Stellantis/ASE Master Automobile Technician of the Year

Leon Morris (Easley, South Carolina)

#### Stellantis/ASE Master Collision Repair and Refinish Technician of the

Ted Hayes (Lawrenceville, Georgia)

#### Subaru University/ASE Automobile Technician of the Year

David Fleck (Beaverton, Oregon)

#### Subaru/ASE Master Automobile Technician of the Year

David Nichols (Minnetonka, Minnesota)

#### TechNet Professional/ASE Master Automobile Technician of the Year

Todd Heiberger (Santa Fe, New Mexico)

#### TechNet Professional/ASE Service Consultant of the Year

David James (Grand Junction, Colorado)

#### Tire Kingdom/ASE Master Automobile Technician of the Year

Kenneth Vieira (Hollywood, Florida)

#### Toyota/ASE Master Automobile Technician of the Year

Stephen Keeney (Maplewood, Minnesota)

#### Lexus/ASE Master Automobile Technician of the Year

Randal Nielsen (Mobile, Alabama)

#### Toyota/ASE Master Collision Repair & Refinish Technician of the Year

Gabriel Qahtani (Melbourne, Florida)

#### Lexus/ASE Master Collision Repair & Refinish Technician of the Year

Ron Efken (Schaumburg, Illinois)

#### TravelCenters of America/ASE Master M/H Truck Technician of the Year

Nicholas Barajas (Madison, Georgia)

#### USAF/GM/ASE Master Automobile Technician of the Year

SrA Joshua S. Bright (Hurlburt Field, Florida)

#### ZF Aftermarket/ASE Master Automobile Technician of the Year

Andrew Jensen (St. Ignatius, Michigan

# ASE CERTIFICATION CHOOSE HOW YOU TEST!

#### **Traditional ASE testing**

At a Prometric test center

MY.ASE.COM

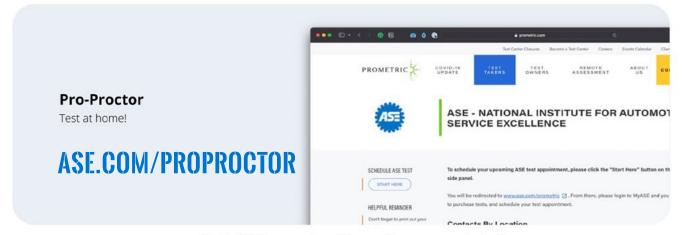




#### **ASE Renewal App**

For those certified in A1-A9, keep your certifications current from your phone, tablet, or computer.

**ASERENEWALAPP.COM** 



Visit **ASE.com/options** for more details.

# THE FUTURE IS *ELECTRIC*. LET'S GET THERE SAFELY.



## LOOKING FOR A REWARDING CAREER?

ASE is partnered with the best in the business. Find careers and training opportunities at ASEeducationFoundation.org/partners.





























































































































## June is Automotive Service **Professionals Month (ASPM)!**

To commemorate ASPM, ASE has developed a special logo that can be used by companies, organizations and individuals to recognize and honor vehicle service professionals during June 2023. The logo, along with other ASE digital assets, can be downloaded free of charge by visiting ASEtoolkit.com.

ASE encourages industry members to use Automotive Service Professionals Month as a way to thank service professionals and conduct recognition events, special programs and other celebrations.

## Q & A with Top Technician Nicholas Barajas

## From Texas Oilfields to Awarding-Winning Technician

Nicholas Barajas of Madison, Ga., recently shared his story with ASE, his remarkable journey to the top ranks of his profession as an ASE Certified Medium/Heavy Truck Technician with Travel Centers of America. Nick was honored at the 2022 ASE Board Meeting as the Travel Centers-Petro/ASE Master Truck Technician of the Year. His story follows:

#### How long have you been working in the industry?

I have earned a living working on trucks for the last 16 years. I started out in the oilfields of South Texas, where you have to get the trucks fixed at all costs in order to prevent backing up the production. Being rushed made for a very difficult learning experience. Trial-and-error taught me a few lessons very quickly. Learning to fix it right the first time was figured out over time.

#### How did you get started?

I started working on small engines at an early age, due to needing to understand internal combustion engines. Once I taught myself the fundamentals of 4-cycle engines, I needed to fix my dirt bike as a child and completely disassembled it to learn 2-cycle engines. After learning that, I needed to learn to drive so I had to fix the first truck I owned in order to drive it. When I finished school, I realized all forms of transportation need to be maintained, therefore I decided to make some sort of career out of transportation repair.

After moving to Texas and getting a job in production repairs, I learned about pressures, fluids and plumbing. With my natural love of vehicles, I quickly switched positions to be able to repair oil field equipment. I designed, built, installed, and tested many different PTO systems while maintaining trucking fleets. The best thing I learned from working on oilfield equipment was the importance of fixing it right the first time, tracing all the way to root cause in order to prevent further downtime.



## What was your first job involving automotive repair?

My first form of job involving automotive repair began around the age of 13: I built a lowrider bike with a sound system on it. That functioning bike attracted many customers who wanted me, barely a teen, to build them sound systems for the vehicles they drove.

#### What led to this becoming a career?

I grew up as a middle child that was expected to follow in his older brother's shoes. He and I are complete opposites, so I had to blaze my own path. Once I decided I enjoyed solving mechanical issues and getting dirty while doing it, I realized I had a passion for automotive repair. My dad was my only form of mentor so to speak, due to him giving me the drive to never slow down or give up.

#### What professional opportunities have you pursued?

I enrolled in a trade school for automotive diesel and industrial technology. Sadly, I had to guit school before the semester started due to the birth of my only child. I then had to continue work in the oilfield in order to support my daughter.

When I was hired by Travel Centers three years ago, I received on-the-job trust to fill in gaps in my technical knowledge. Kevin Lindsey [Manager of Technical Service, TA-Petro, Nashville Area] and Homer Hogg, [Vice President, Truck Service at Travel Centers] have been very helpful. Kevin has shown me the ability to never stop learning, and Homer has shown me the ability to be peaceful and confident. I thank them for the lessons I've learned.

#### What skill sets are required to be a successful Medium/Heavy Truck Tech?

Nowadays, electrical knowledge is the most useful when diagnosing most issues. I feel the strongest skill would have to be problem-solving through clues. The size of the rigs makes safety very important: The fact that one small mistake could become a giant problem very quickly. Knowing that I fix the trucks that my friends and family are on the road with gives me great satisfaction.

"Knowing that I fix the trucks that my friends and family are on the road with gives me great satisfaction."

#### How would you say ASE certification has helped you in your career?

ASE certifications have helped give me a reason to want more. I had been content with just being able to properly diagnose issues until I found out that the more certs you have the more respect you get. I took my first two ASE tests on a Wednesday and passed them. I took two more on that following Friday and passed them as well. This gave me the drive to take three more on Monday and passed. I remembered my dad telling me to never slow down so I made sure I could state for the rest of my life that I became a Master Tech in a week.

#### In your view, what does ASE mean to the individual, to the profession, to consumers?

I believe ASE means exactly what it stands for, Excellence! Having certs, no matter the amount, shows that the person who has them is excellent at what they do and this gives security to the consumers.

#### Besides technical skills, what other skills or traits have been helpful to you in your career?

My oilfield jobs have helped me learn safety first. One thing I'll never sacrifice is being safe at all times.

#### What advice would you give to other young people just staring out as a technician?

Don't be afraid to invest in your tools; having the best tool for the job will relieve a large amount of stress. As for the career, "You gotta love it to stick with it!"

Editor's Note: Nicholas "Nick" Barajas and his daughter live in Eatonton, Ga. His motto is, "Just figure it out!" He has been an ASE Master Technician for three years and has worked on trucks for 16 years.



## **xEV Safety Certifications**

ASE's xEV High-Voltage Electrical Safety certifications were developed to serve as a guide, sharing existing industry standards, concepts, and practices followed by individuals working in the automotive, truck, and commercial electrical industry.

Download the xEV Electrical Safety Standards at ASE.com/ev, or scan the QR code.





- \$38.99 for the xEV Electrical Safety Awareness Certification (Level 1).
- \$49.99 for the xEV Technician Electrical Safety Certification (Level 2).



- Test is valid for 90 days from date of purchase.
   Purchases are non-refundable.
- Test time limit is 60 minutes, which runs continuously.



- A certificate will be available to download and print upon passing your test.
- ASE xEV Certifications are valid for 3 years.



Learn more at ASE.com/ev

## Now Offering Remote Option for Recertification Testing



Through our partnership with Prometric, ASE now offers the ProProctor remote testing option as a recertification solution.

Available for all ASE recertifications tests, excluding L1 and L2 tests, the ProProctor testing option allows those service professionals looking to recertify their ASE certifications without having to go to a test center. The tests need to be scheduled in advance but can be taken at any time. The test takers will be continuously monitored by multiple live proctors during the testing process.

Prometric's test proctors constantly monitor test takers during the tests, but will never have access to test content, which minimizes the exposure of the test questions. Prometric also has all the tools, systems and processes in place to ensure the privacy of the test takers' personal data.

With the ProProctor testing option, service professionals now have the choice of taking their recertification tests in-person or online, at a time and location that is convenient for them. Those taking the recertification tests will have the same screen experience and use the same test driver no matter which test option they choose.

To take the recertification tests remotely, there will still be a check-in and screening process similar to that at a test center. There are also unique procedures that will need to be completed before the test can launched, such as downloading the ProProctor application to a computer and completing a system check the day before testing. In addition, finding and preparing a room to be used for testing must meet Prometric's requirements to ensure a controlled environment.

To learn more about the ASE remote testing option, visit **ASE.com/proproctor**.



#### **Helpful Tips**

ProProctor is available 24/7. Review AM versus PM carefully when selecting an appointment start time.

Once an appointment is scheduled, review the selected date, time, and test(s) on the Registration Ticket in your myASE account Scheduled Tests tab to confirm accuracy.

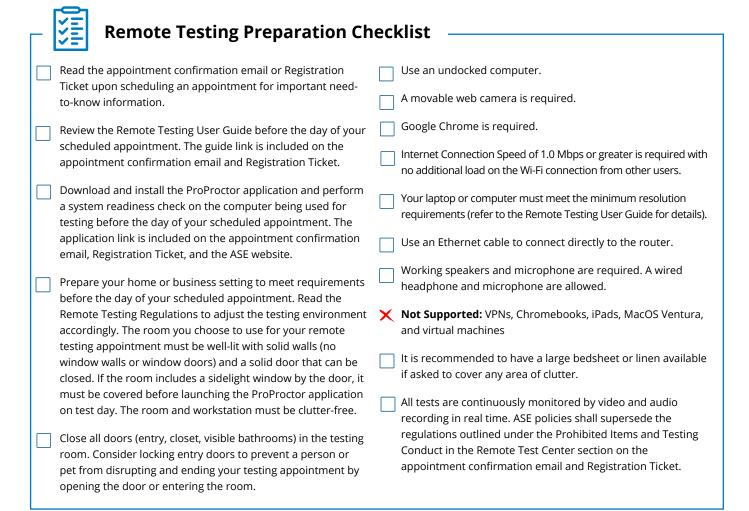
Consider selecting a test date more than 4 days before your first remote testing appointment to allow time to download the Chrome browser and ProProctor application; complete the system readiness check to confirm that your computer or laptop meets system and resolution requirements; check your audio/microphone settings; connect a movable web camera if you do not already have one; verify that the web camera is working properly; and ensure that the room you intend to use for testing meets requirements.

You cannot change or cancel an appointment or test within 3 days of a scheduled test date.

If using a laptop, plug it in prior to launching ProProctor on test day.

An open concept area in your home or business, a room with window walls and/or window doors, a poorly lit or cluttered room, or a school classroom does not meet testing environment requirements.

Information about ProProctor, including a short What to Expect video, can be found on the ASE website at <a href="https://www.ase.com/proproctor">www.ase.com/proproctor</a>.







#### What to do before starting your test

Adjust the volume.

Empty pockets.

Know the appointment confirmation number and first four characters of the last name as it appears on the appointment confirmation email or Registration Ticket to launch a test.

Be prepared to present a valid, unexpired governmentissued ID in good condition and in its original form that includes a photo and signature. Review the Check-In Procedures/Breaks section on the appointment confirmation email or Registration Ticket for details.



#### **Prohibited Items and Conduct** in the Testing Room

Bluetooth headsets/headphones are not allowed.

No person or pet is permitted to be present in the testing environment. If this occurs, neither appointment check-in nor testing can proceed.

No person or pet is permitted to enter the room once testing has begun. If this occurs, testing will be terminated.

Smoking, eating, or chewing gum is not allowed during testing.

Handwritten notes, published materials, and other testing aids are strictly prohibited.

Bracelets, necklaces, earrings, headbands, hair clips, neck ties, etc., cannot be worn in the testing environment.

Cell phones, electronic devices, wearable technology, outerwear, hats, food, purses, bags, briefcases, wallets, notebooks, and watches are strictly prohibited in the testing environment.

Be professional, civil, and respectful during appointment check-in and testing.

Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.

Leaving the camera view while testing is in progress is strictly prohibited resulting in the test being terminated.



#### Allowable Items in the Testing Room (visually inspected)

Water in a clear water bottle without the label

Two tissues



#### Check-in and Security, **Breaks Policy**

Allow at least 15 minutes to prepare the testing environment on test day.

Become familiar with the Readiness Checklist before meeting a Prometric Readiness Agent.

When you are ready to begin, go to the Prometric ProProctor site at https://rpcandidate.prometric.com and launch your test.

The Readiness Agent will confirm the name, email address, and test details via video chat.

Be prepared to provide a 360-degree view of the testing environment using a movable web camera.

Be prepared to allow the Readiness Agent to conduct an environmental and personal visual check of, but not limited to, the work surface, bookshelves, wall hangings, electronic devices, sleeves, pockets, behind the ears, eyeglasses, wedding bands and engagement rings, water bottles, and tissues.

Be prepared to cover any area of clutter with a large bedsheet or linen if asked to do so.

Taking a break is not allowed during the test. A break is allowed between tests for no more than 10 minutes. You must inform the proctor that you would like to take a break before doing so. Using a cell phone, accessing study materials, referring to or making notes, discussing test questions, or leaving the building for any reason during a break is strictly prohibited and subject to cancellation of incomplete or untaken tests and the forfeiture of fees.



#### **Personal Data Collection &** Processing / Confidentiality of Test Content/Systems

Review these sections on the appointment confirmation email or Registration Ticket for details.

Visit **ASE.com/options** to learn more about remote testing options.



## Looking to Hire Entry-Level Service Professionals?

## THE ASE EDUCATION FOUNDATION HAS THE ANSWER.

#### **Grow your own!**

Yes, that takes time, but it enables you to choose and nurture the technicians who will grow with you and are more likely to stay long-term. There are students right now who are taking automotive training classes at your local high school or college. And the good news is that the school provides them with the fundamental training they need to get started.

But this needs to be a two-way street. Schools want to provide well-trained entry-level technicians, but they need your help and input to be successful and meet your employment needs. Schools need partners from industry to provide advice and guidance, demonstrate career opportunities for their students, and help those students get the hands-on experience that will grow their skills and encourage them to stick with an automotive career.

The Adopt-A-School program is powered by the ASE Education Foundation, whose mission is to bridge the gap between businesses in the transportation industry and the schools in their local communities. This mutually beneficial program enables businesses to provide support to their local schools, while simultaneously providing those businesses with access to up-and-coming automotive service professionals entering the work force. Start by getting the free ASE Adopt-A-School toolkit today at https://aseeducationfoundation.org/adoptaschool.

Also, businesses looking to hire entry-level vehicle service employees should ask if potential hires have earned ASE Entry-Level certification. By earning this first-step certification, prospective employees are indicating to employers that they have a substantial level of practical, knowledge-based readiness for the workforce.

"For students, ASE Entry-Level certification is a gateway to a career as a service professional, demonstrating to employers their potential to become a high-performing employee. Employers can be confident they are hiring someone who is knowledgeable and can hit the ground running as an entry-level employee," said Tim Zilke, ASE president and CEO. "Hiring ASE Entry-Level certified employees also shows customers a commitment to service excellence, giving repair facilities an advantage in the marketplace."

ASE Entry-Level certification tests are available for the automobile, collision repair/refinish and medium/heavy duty truck segments. ASE Entry-level certification is the first step in building career credentials as a service professional. The tests are intended for students in career and technical programs and are a predictable gauge for future success with ASE professional-level certifications.

"Students who are committed to earning ASE Entry-Level certification are career candidates who are showing their future employers that they are committed to careers in the transportation industry," said Zilke. "These employees are also more likely to continue to take ASE certification tests to expand their areas of expertise, making them more valuable workers to a business."

For more information about ASE Entry-Level certifications, visit www.ase.com/entry-level.







## The Spotlight's on you:

## Tell us your story!



Are you interested in being featured on the ASE website and social media channels for an ASE Spotlight? We are incredibly proud of our ASE Certified professionals, and we have created a webpage to help tell their stories. Interested in sharing your story with us? Complete our **Spotlight Form**.









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