



Martin Esquivel, Kenworth Sales Las Vegas



David Cook advising a fellow technician at Kenworth of South Florida



Derek Farmer, Gabrielli Kenworth of New Jersey

Manager, Robert Flores, for having the confidence in me and allowing me the time to go through all the training. I love working for Kenworth Sales Las Vegas. They put you on the correct path to succeed and give you all the training and tools you need to facilitate your journey to becoming a Master Technician. I have never worked at another location where Management cares so much about their Technicians and their success.

When asked if he had other advice for technicians hoping to reach the Master level, Robert said: "My advice to other technicians is to take your time and complete your online training, it will only prepare you for when it is time to go to class. Take advantage of all the training available and absorb all the knowledge that is given to you, it will only help you in the long run. Do not be scared to take on challenges and take it as a training experience at the end of the day."

Ryan McKee, MHC Kenworth – Hickory, gets plenty of praise from his Service Manager. "Ryan is a fantastic diagnostician. He is absolutely meticulous in every aspect of his job including writing his notes. This attention to detail is second to none."

He continued by saying, "Ryan has been our go-to guy for hard-to-diagnose issues. He uses his skill and knowledge to help train our less experienced techs. He is helping to train our future technicians."

Ryan's advice for techs hoping to become a Kenworth Master Technician, "Learn as much as you can. Listen to advice from trainers and experienced techs in your dealership. Be diligent and don't give up."

David Cook, Kenworth of South Florida, is the shop foreman as well as a new Kenworth Master Technician. According to Jeff Wyman, Service Manager, David, "has been a strong member of the dealer family. He has extensive knowledge that he shares with all of our service technicians. From working with management to dealing with customers, he is a very valuable asset to our team."

Jeff continued by saying, "David has a unique ability to look at a problem from a different point of view. He sees opportunities where others see difficult situations. He is a strong problem solver."

David talked extensively about how he enjoys being part of the Kenworth of South Florida team and that the customer-first mentality of the dealership is the best part of his job.

David offers this advice to technicians hoping to become a Kenworth Master Technician, "Take your time and try not to worry about short cuts. Don't get caught up in the idea of becoming a master. Take the time to actually learn the material and you will go much further in your position."

Derek Farmer, Gabrielli Kenworth of New Jersey, became a Kenworth Master Technician in the 4th Quarter of 2017. He credits his team and facility for helping him be an effective and efficient tech. "The facility is clean and a good place to work in," he said. "The dealership keeps up to date with tooling and has plenty of parts on hand, so we can do the repairs." ❖