

FORCON INTERNATIONAL

MICHAEL E. BRESNOCK, BSEM, CFEI, CVFI, ASE

SUMMARY

Mr. Bresnock has over thirty five years experience in the servicing, diagnosis and repair of automobiles and trucks.

EDUCATION

Bachelor Of Science Degree Engineering Management, Lacrosse University
Associate Degree Automotive Technology, Spring Garden Institute

CONTINUING EDUCATION

Northwestern University Lamp Examination
Northwestern University Tire Examination
Chevrolet School Of Merchandising & Management
Greenville Technical College (fuel systems workshop)
General Motors Institute (Chevrolet Service College)
Dale Carnegie Course
Heavy Duty Truck Training (General Motors Corporation)
Allison Transmission Training
Electrical Training (AC Delco)
Detroit Diesel Training
Eight Day Electrical Training Program- GM Technical College
Chattahoochee Technical Institute (machine shop course 12 weeks)
Aamco Transmission Diagnostic Training Seminar
Auto Fraud & Fire Investigation Seminar
Georgia Fire Investigators Seminar
Cause & Origin of Fire & Explosion (Alabama Fire Investigators)
National Association Of Fire Investigators (NAFI certification test)
Private Detective Training Course-Chattahoochee Technical Institute
National Arson Investigation Training Seminar (40 Hours)
Kentucky University (Vehicle Fire, Arson & Explosion Investigation Seminar)
Eastern Kentucky University- Certified Vehicle Fire Investigator Test
International Association of Arson Investigators (5-day seminar August 2003)
ICAC National Arson Investigation Training Seminar (February 2004)
Locks & Security Systems- Ford Motor Company
Locks & Security Systems GM Training Center

Approximately 200 various auto training classes from 1975-1985 on brakes, Steering, suspension, engines, transmissions, differential, engine controls, Air conditioning, security systems, keys & locks, power brakes, anti-lock, Supplemental air restraints, emissions, diesel, electrical, and accessories.

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REGISTRATIONS & CERTIFICATION

Master Certified Automotive Technician ASE ID #18632BRESN

Master Certified Truck Technician ASE ID #09774

National Association Of Fire Investigators- Certified Fire & Explosion Investigator #6724-2340

Certified Vehicle Fire & Explosion Investigator- NAFI #6724-2340V

Private Detective & Security Agency State Of Georgia License #PDE047147

Cobb County Business License (2005) #67742 Transportation Technology

Private Investigator State of South Carolina License #PDC2389

PROFESSIONAL ASSOCIATIONS

International Association of Arson Investigators- Technical Committee- IAAI

Georgia Fire Investigators _ GFIA

Metro Fire Investigators -MFIA

National Association of Fire Investigators - NAFI

Center for Auto Safety- Technical Correspondent

National Highway Traffic Safety Administration- Auto Fires Discussion Group

WORK HISTORY

FORCON International

Conducts investigations and consulting services related to vehicular claims including vehicular fires and alleged mechanical defects/malfunctions. He has conducted over 100 such investigations to-date for FORCON International.

Timmers Chevrolet, Norcross, Georgia

Parts and Service Director - Responsible for departments service, parts, body shop and new car preparation. Responsibilities included, blending all four departments into one cohesive unit for continued and improved customer satisfaction. Organizing and presenting various campaigns designed to market products and people. Overseeing placement of individuals for increased productivity. Preparing budget and refining it to maximize profit. Concluding customer complaints to mutual satisfaction. Training employees as needed. Managing the activities of 65 employees.

General Motors Corporation

Various positions/responsibilities including the following:

Instructor - conducted comprehensive training and educational programs involving the professional and technical aspects of automotive dealership operation, preventative maintenance, diagnosis and repair, service management, consumer safety, plant safety, and quality control. Presented programs to General Motors staff, all dealer personnel including service managers, and technicians. Programs were also presented to college instructors, and professors to improve teaching effectiveness, special interest groups, and

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corporate individuals throughout the nation. Modified information and updated it to meet specific objectives for each form of training and audience involved. Also evaluated teaching methods employed by instructors, advised appropriate improvements and offered consultation to retail automotive market on troubleshooting and customer relations.

General Motors Corporation (Continued)

Training - Improved divisional service efficiency by developing and implementing a service representative training program.

- Designed and implemented the first work train program, the success of which was then carried nationwide.
- Developed and presented a seminar for the Southeastern College Instructors Association.
- Improved dealer management effectiveness by designing a continuing warranty information seminar.

Work Efficiency - Reduced employee down time by organizing and implementing a revised purchase order system.

- Organized tool identification program designed to reduce shrinkage.

Chevrolet Motor Division, King of Prussia, Pennsylvania

Area Service Manager - Administered policy and warranty procedure, customer service contacts, reviewed product and safety campaign status, conferred with dealers in effort to improve retail labor, investigated product liability, wrote product status reports. Managed 10 Metro dealers. Was promoted to Service Development Manager and subsequently to Auditor.

Hilltop Chrysler Plymouth, Springfield, Pennsylvania

Service Manager - Coordinated parts and service activities. Hired qualified staff for efficient service.