



MEET OUR TEAM OF EXPERTS

HIGGINS PLAZA SERVICE



NICK NEESE

OWNER/OPERATOR

CAREER JOURNEY

NICK STARTED OVER 20 YEARS AGO AS A CASHIER FOR THE HIGGINS FAMILY. AFTER COMPLETING TIRE REPAIR CERTIFICATIONS AND GAINING HANDS-ON EXPERIENCE, HE WORKED HIS WAY UP TO BECOME THE SHOP OWNER.

WHAT HE LOVES ABOUT THE JOB

DIAGNOSING TOUGH PROBLEMS, HELPING PEOPLE, AND LIVING OUT WHAT STARTED AS A DREAM JOB.

CERTIFICATIONS

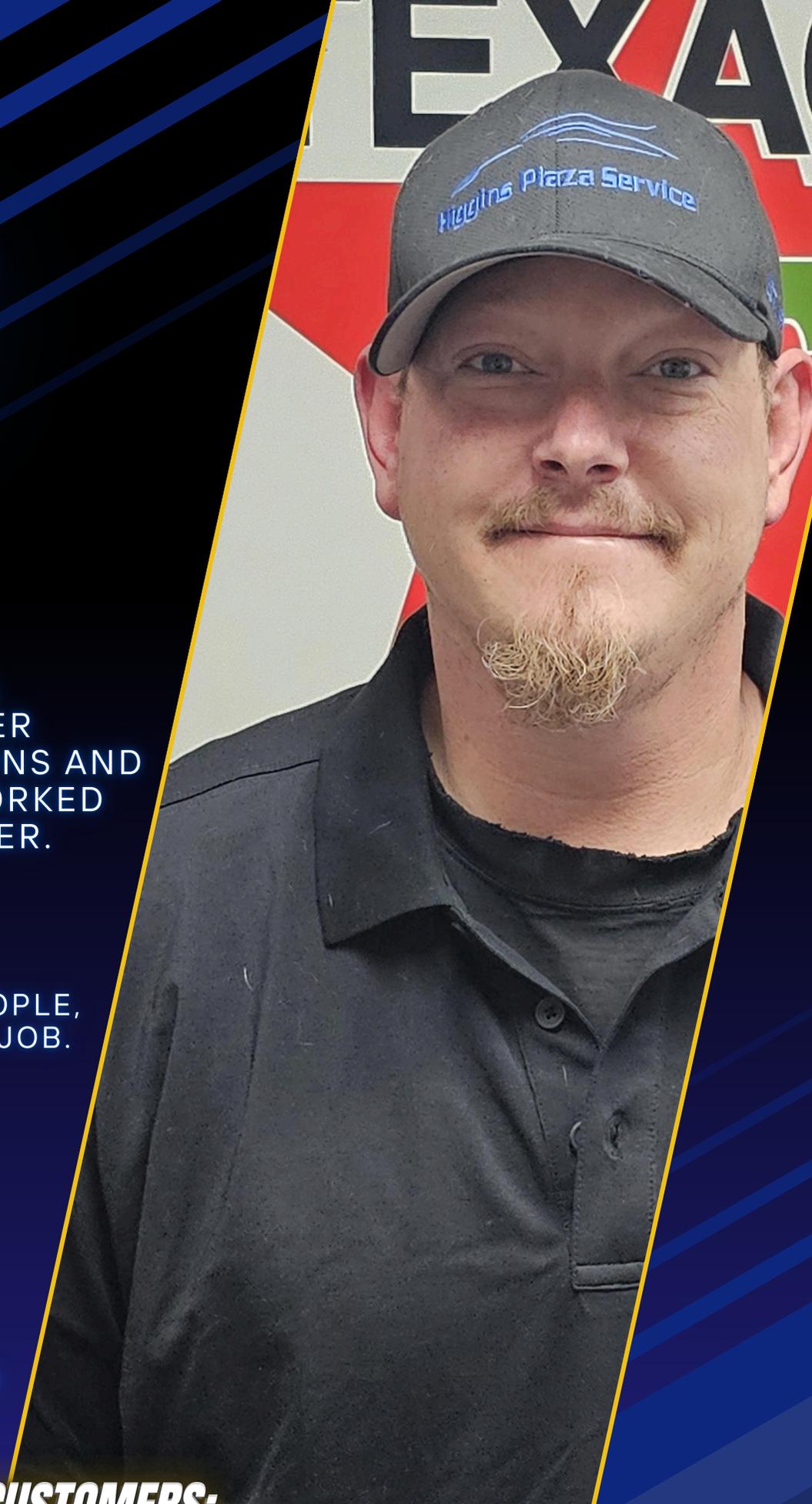
TIRE REPAIR TRAINING (HIGGINS IN-HOUSE PROGRAM)

FUN FACT

LOVES TO COOK AND TAKES JOY IN SHARING MEALS WITH OTHERS.

ADVICE FOR CUSTOMERS:

ASK QUESTIONS AND GET FAMILIAR WITH YOUR VEHICLE. A GOOD RELATIONSHIP WITH YOUR MECHANIC LEADS TO BETTER SERVICE.





TODD SMITH

OWNER/MANAGER

CAREER JOURNEY

TODD BRINGS 30+ YEARS OF AUTOMOTIVE EXPERIENCE AND A DEGREE IN AUTOMOTIVE TECHNOLOGY FROM DMACC. HE FOCUSES ON HONEST SERVICE AND HELPING CUSTOMERS TRULY UNDERSTAND THEIR VEHICLE ISSUES.

WHAT HE LOVES ABOUT THE JOB

CUSTOMER SERVICE, TROUBLESHOOTING, AND BUILDING TRUST WITH EVERY REPAIR.

CERTIFICATIONS

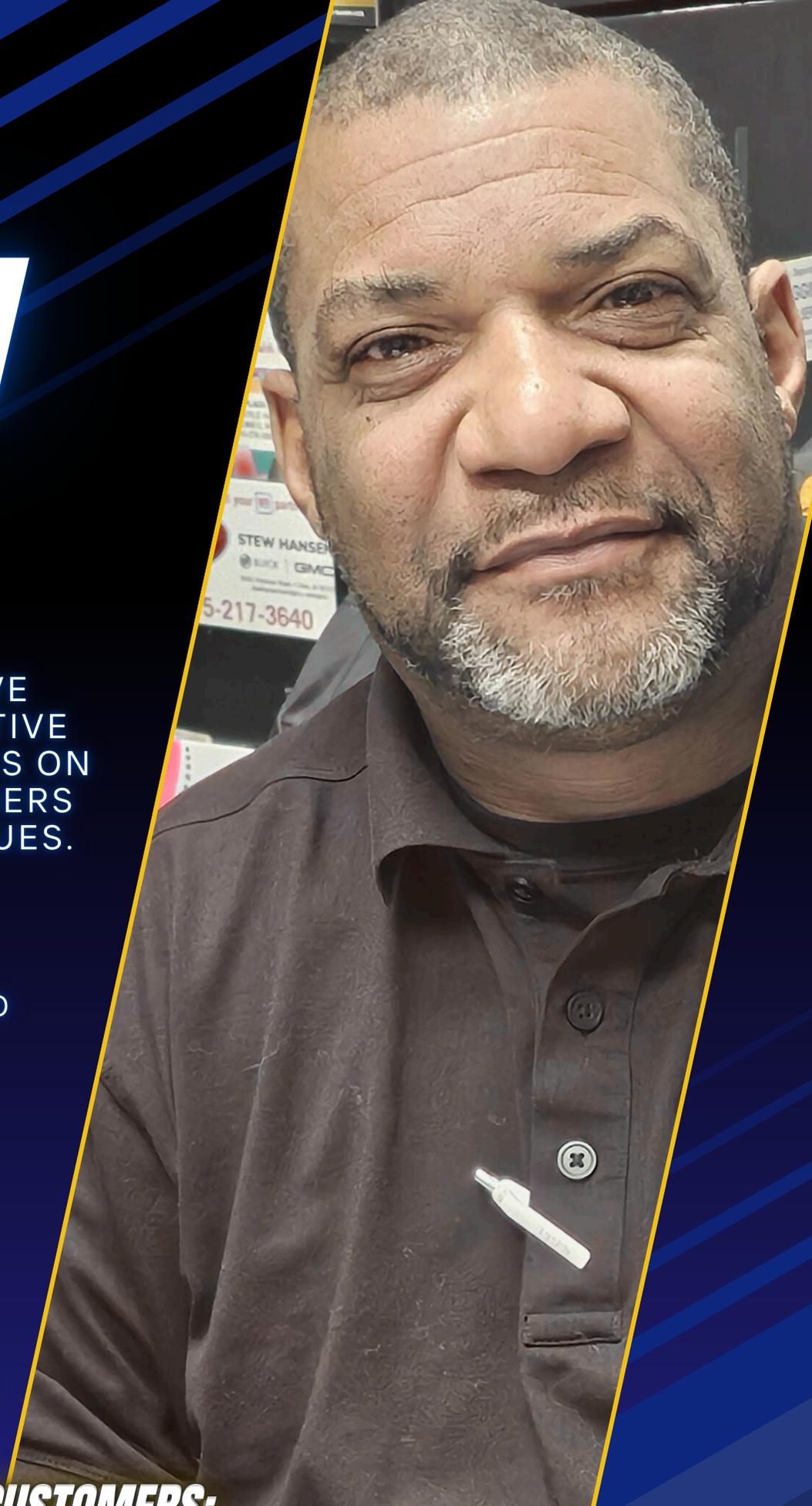
ASSOCIATE DEGREE – APPLIED SCIENCE, AUTOMOTIVE TECHNOLOGY (DMACC)

FUN FACT

BIG FAN OF STOCK CAR RACING—WEEKENDS ARE FOR SPEED.

ADVICE FOR CUSTOMERS:

COME TO HIGGINS FOR TRUSTWORTHY REPAIRS, QUALITY WORK, AND A TEAM THAT TREATS YOUR CAR LIKE THEIR OWN.





STEPHANIE

FRONT OFFICE MANAGER

CAREER JOURNEY

STEPH HAS 21 YEARS IN CUSTOMER SERVICE AND A DECADE IN LEADERSHIP ROLES. SHE HOLDS AN ASSOCIATE DEGREE IN EARLY CHILDHOOD EDUCATION BUT THRIVES IN THE FAST-PACED, PEOPLE-FIRST SETTING OF THE SHOP.

WHAT SHE LOVES ABOUT THE JOB

TALKING WITH CUSTOMERS AND EXPERIENCING SOMETHING DIFFERENT EVERY DAY.

FUN FACT

SHE LOVES BUILDING LEGO SETS, ROAD-TRIPPING, AND IS SUPER COMPETITIVE IN GAMES AND CHALLENGES (BUT NOT A SORE LOSER!).

ADVICE FOR CUSTOMERS:

STAY ON TOP OF MAINTENANCE, AND BE PATIENT DURING DIAGNOSTICS—YOUR TECH IS GETTING IT RIGHT BEFORE THEY CALL.



ARNES SAGIC

AUTOMOTIVE TECHNICIAN

CAREER JOURNEY

ARNES TRANSITIONED FROM THE CULINARY WORLD INTO AUTOMOTIVE, GAINING EXPERIENCE AT ACURA AND HIGGINS OVER THE PAST FIVE YEARS. HE'S PASSIONATE ABOUT BOTH CARS AND CUSTOMER CARE.

WHAT HE LOVES ABOUT THE JOB

WORKING CLOSELY WITH CUSTOMERS AND BEING PART OF A SUPPORTIVE SHOP.

CERTIFICATIONS

HONDA/ACURA CERTIFIED TECHNICIAN

FUN FACT

ENJOYS BIKING AND FISHING WHEN HE'S OFF THE CLOCK.

ADVICE FOR CUSTOMERS:

TAKE CARE OF YOUR CAR WITH REGULAR MAINTENANCE—IT'S THE BEST WAY TO AVOID COSTLY REPAIRS.



BILLY

AUTOMOTIVE TECHNICIAN

CAREER JOURNEY

BILLY HAS 7 YEARS IN THE FIELD—6 AT A DEALERSHIP, 1 AT HIGGINS—AND HOLDS AN AAS FROM DMACC. HE'S A TEAM PLAYER WHO ENJOYS HELPING CUSTOMERS AND STAYING HANDS-ON IN THE SHOP.

WHAT HE LOVES ABOUT THE JOB

WORKING WITH HIS CREW, SOLVING PROBLEMS, AND KEEPING CUSTOMERS SAFE ON THE ROAD.

CERTIFICATIONS

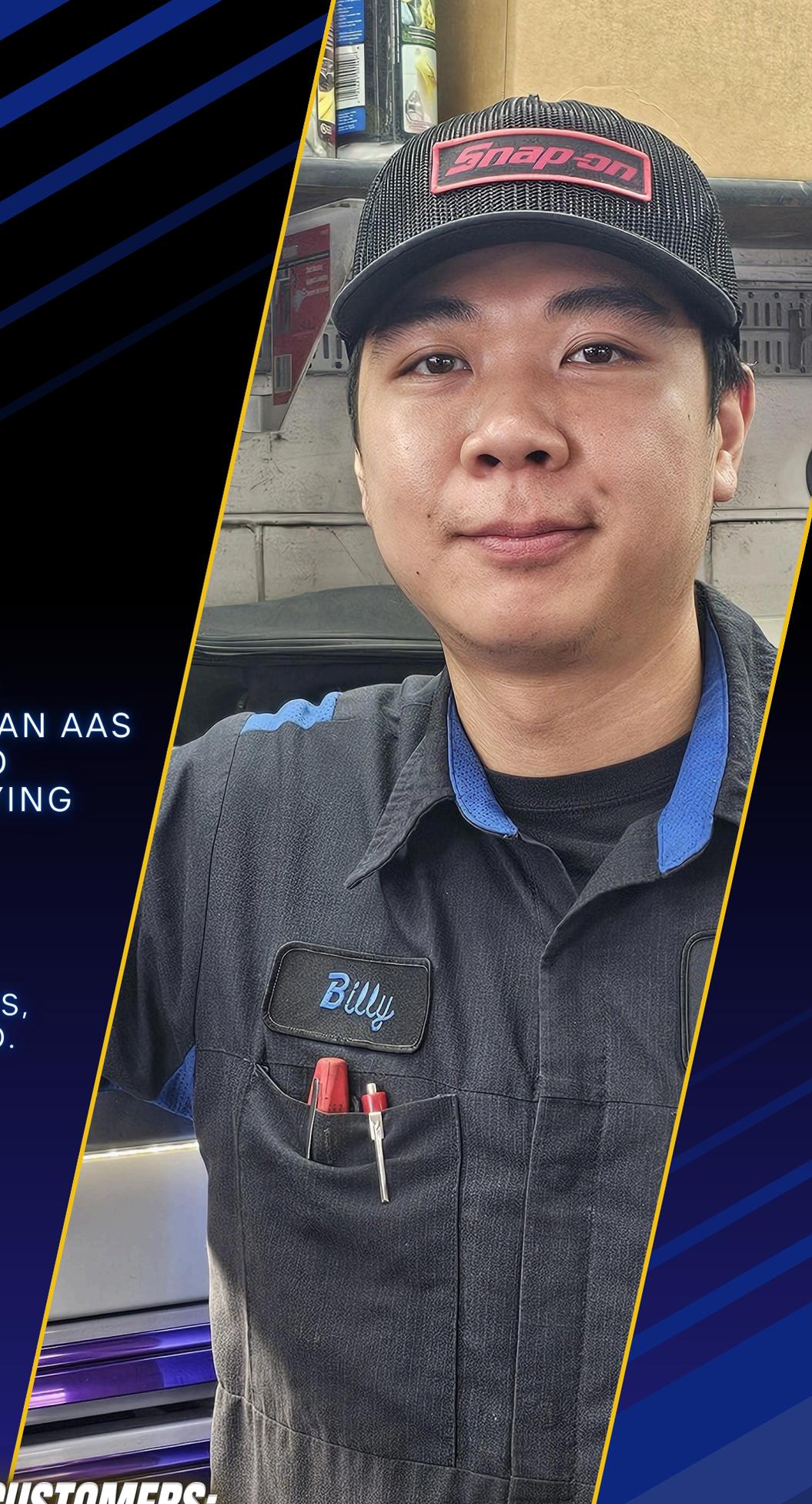
AAS DEGREE – DMACC, AUTOMOTIVE TECHNOLOGY

FUN FACT

ENJOYS RIDING HIS MOTORCYCLE AND MODIFYING HIS 1991 HONDA PRELUDE.

ADVICE FOR CUSTOMERS:

KEEP UP WITH REGULAR SERVICES TO EXTEND YOUR VEHICLE'S LIFE AND PERFORMANCE.



TARS

TECHNICIAN

CAREER JOURNEY

WITH OVER 25 YEARS IN THE INDUSTRY, TARS HAS HELD MANAGEMENT ROLES AND WORKED AT ACURA AND MULTIPLE INDEPENDENT SHOPS BEFORE JOINING HIGGINS. HE'S KNOWN FOR HIS DEPTH OF KNOWLEDGE AND DIRECT CUSTOMER SERVICE.

WHAT HE LOVES ABOUT THE JOB

VARIETY, LEARNING NEW TECHNIQUES, AND GIVING CUSTOMERS HIGH-QUALITY, EFFICIENT REPAIRS.

CERTIFICATIONS

ASE MASTER TECHNICIAN • AMI MASTER AUTOMOTIVE MANAGER • 140+ CREDITS IN ADVANCED AUTOMOTIVE TRAINING

FUN FACT

STUDIED PSYCHOLOGY IN COLLEGE AND WAS WORKING ON CARS BEFORE HE WAS LEGALLY ALLOWED TO DRIVE THEM.

ADVICE FOR CUSTOMERS:

TIRES ARE YOUR ONLY CONTACT WITH THE ROAD—NEVER CUT CORNERS ON THEM. BE DETAILED WITH YOUR TECH—NO CONCERN IS TOO SMALL TO MENTION.

