

# Young Professionals in the Aftermarket (YPA) SPOTLIGHT

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CSN COLLISION CENTRES

YEARS IN THE AUTOMOTIVE AFTERMARKET INDUSTRY: 15



**Young Professionals in the Aftermarket (YPA) is an organization with a mission to act as the voice and the resource for the young professionals in the automotive industry. To further its mandate of ensuring the future growth and prosperity of the industry, the YPA is pleased to introduce it's YPA Spotlight Series where current members share their experiences, insights and industry outlooks.**

## DID YOU KNOW YOU WANTED TO WORK IN THE AUTOMOTIVE AFTERMARKET?

When I left high school, I wanted to become a police officer. While attending post-secondary I was offered a job at the local Canadian Tire in the automotive parts department. An opportunity came about and I was asked to be the office manager at a local Midas. We were extremely busy one day and the owner knew I liked working on vehicles with friends on the weekend. He asked if I would be able to put through a couple of oil changes to help. Two weeks from that day I was signing up for the Automotive Service Technician apprenticeship program. I completed the program and obtained my 310S license. Through a series of events, I was offered a position as a junior estimator at a collision centre. Since that time, I have performed just about every job that a collision centre has to offer.

## HOW LONG HAVE YOU BEEN PART OF THE YPA (FORMERLY KNOWN AS THE YES COMMITTEE)?

This is my first year being part of the YPA.

## HAVE YOU HAD AN INDUSTRY MENTOR? IF SO, WHO AND WHY?

I have had many mentors over the years but there are two that stand out: Karina Neves and Josh Strong. Karina taught me a lot about leading with passion and understanding the dynamics of a team, she built strong teams around her by assessing her team and putting people in positions for them to excel. She let me make mistakes and then used it as an opportunity for growth. Josh taught me a lot about automotive business. He led with confidence and always challenged me to step out of my comfort zone.

## ANY ADVICE YOU WOULD GIVE SOMEONE EITHER STARTING IN THE INDUSTRY OR LOOKING TO TRANSITION INTO THE INDUSTRY?

If you are looking to transition into the industry, do it! There are so many opportunities and so many career paths there really is something for everyone. If you are just starting out in the industry my advice would be to act like a sponge. Listen attentively and ask a lot of questions. My second piece of advice would be to remain open to any opportunity for personal or professional growth even if that means stepping outside of your comfort zone.

## ABOUT CSN COLLISION CENTRES

CSN Collision Centres (CSN) was founded in 2002 by a group of four successful collision repair owners to assist independent collision repair facilities to improve their operations through performance assessments, ongoing training, and marketing initiatives. Today, CSN Collision Centres is the market leading collision repair network in Canada with more than 200 locations across the country providing safe high-quality collision and auto body repairs to get Canadians back on the road with confidence.

To find out more about careers at CSN Collision Centres [click here.](#)

**Leadership for the  
aftermarket of the future**