



MASON WILSON

Automotive Service Advisor

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PROFESSIONAL SUMMARY

Results-driven Automotive Service Advisor with over 5 years of experience in customer service and technical support. Proven track record of increasing customer satisfaction and retention through effective communication and problem-solving skills.

WORK EXPERIENCE

Sr. Automotive Service Advisor

Seaside Innovations

📅 Jan / 2021-Ongoing

📍 Santa Monica, CA

1. Assess customer concerns and gather detailed information to ensure accurate diagnosis and repair of vehicle issues.
2. Provide customers with clear estimates on repair costs and expected completion times.
3. Promote preventative maintenance services to enhance vehicle performance and longevity.
4. Coordinate scheduling and workflow for technicians to optimize service efficiency.
5. Foster a collaborative work environment to enhance teamwork and deliver top-notch customer service.
6. Stay updated on the latest vehicle technologies and maintenance requirements to provide informed advice.
7. Consistently achieved an NCSI score above 900, reflecting high customer satisfaction.

Automotive Service Advisor

Lakeside Apparel Co

📅 Jan / 2020-Jan / 2021

📍 Chicago, IL

1. Advise customers on necessary services for routine maintenance and repairs.
2. Identify mechanical issues through customer inquiries and visual inspections.
3. Discuss inspection results with customers, recommend corrective actions, and prepare work orders.
4. Create detailed repair orders outlining time, costs, and labor estimates for services.
5. Document problem descriptions on repair orders to assist technicians in diagnostics.

EDUCATION

Associate of Applied Science in Automotive Technology

Universal Technical Institute

📅 Jan / 2019 Jan / 2020

📍 Portland, OR

Completed comprehensive training in automotive systems, diagnostics, and repair techniques.

SKILLS

Proficient In Microsoft Excel

Customer-Centric Approach

Team Collaboration Skills

Effective Communication

Problem-Solving Skills

INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES

English

Swahili

French

ACHIEVEMENTS

★ Increased customer retention by 20% through exceptional service.

★ Achieved a 95% customer satisfaction rating over 5 years.

★ Reduced service turnaround time by 15% through efficient scheduling.