

ROBERT SMITH

Automotive Service Manager

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SUMMARY

Dynamic, competitive automotive service management professional with over 7 years experience in retail automotive. Innovative with proven management, sales, advertising, and marketing skills. Broad-based experience in retail, wholesale and service environments. Offering exceptional skills in directing and coordinating the activities of auto service personnel to ensure delivery of exceptional customer services.

SKILLS

Supply Management, Vendor Management, Marketing, Automotive Repair, Problem Solving, Customer Relationship Management, Employee Supervision

WORK EXPERIENCE

Automotive Service Manager

Sw Auto And Transmission - 2013 – Present

- Gauge which service technician will be suitable for each situation and assign him or her accordingly.
- Oversee the work of automotive service technicians to ensure that they are working in sync with company protocols and guidelines.
- Gauge technician training requirements and ensure that appropriate training plans are created and implemented accordingly.
- Create and maintain effective liaison with equipment and supplies vendors and suppliers, to ensure timely and accurate delivery of both.
- Check received supplies and equipment to ensure that they conform with standards, and ensure that they are properly stored.
- Oversee the inventory of supplies and ensure that any low stock situation is handled immediately.
- Create and implement marketing plans to increase the service facility's clientele and market share in the industry.

Tire Shop Service Manager

Benjamins Tires - 2010 – 2013

- Demonstrate superior knowledge and skills to perform a variety of automotive repair services.
- Establish a working knowledge of the company entire line of tires. Sell customers the appropriate tire based upon the performance of the tires and the specifications of the vehicle.
- Develop service estimates by costing materials, supplies, and labor, and calculating customer payment.
- Ensure that auto service technicians are completing all customer work orders and vehicle inspections are completed before the vehicles leave the auto service center.

- Demonstrate a thorough working knowledge of all additional aspects of auto service center operations including all point of sale, pricing, merchandising and administrative procedures in accordance with company standards.
- Provide positive, enthusiastic, inspired, credible and effective leadership for all store team members.
- Ensure compliance of all company policies, procedures, and practices at all times, both personally and by all team members.

SCHOLASTICS

- Bachelor of Science in Automotive Technology, Texas State Technical College, Waco, TX