

Robert Smith

Automotive Service Manager

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

I have experience in various aspects of the automotive field working closely with cross functional teams, customers, and vendors. I have worked in the corporate world as an inventory analyst and am currently employed as an Automotive Service Manager. Now am seeking a new opportunity to further develop my skills and grow as a professional.

SKILLS

Account Management,
Customer Service
Management, Employee
Training, Operations
Management,

WORK EXPERIENCE

Automotive Service Manager **Solar Pros - August 2013 - Present**

Responsibilities:

- Maintain customer relations to ensure long-term growth in sales and profits and retain customers.
- Assisted service advisors with overflow, scheduled service appointments, performed walkarounds with a client for service check-in. Provided alternate transportation if needed.
- Quickly reverse the downward spiral in revenue levels with innovative sales techniques.
- Train new and existing staff on day-to-day operations and specific job duties.
- Review applications, schedule and conduct interviews, hire and terminate when necessary.
- Deliver detailed estimates to customers after completing an initial inspection/ diagnosis.
- Manage the part inventories to improve job time completions and maintained vendor.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Delivery Truck Driver **Panel Man Office Solutions - May 2012 - August 2013**

Responsibilities:

- Developed driving routes to maximize economical use of equipment and time.
- Maintained accurate tracking by recording all relevant delivery and warehouse information.
- Organized products and merchandise in the warehouse and on the delivery trucks correctly and safely.
- Interacted with dual car manufacturers systems and the factory field representatives.
- Business calls, emails, reports, reviewed previous day documents.
- Updated voicemail with that days date. Returned any messages immediately.
- Conduct regular physical and practical audits to ensure quality and safety requirements are in compliance.

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Diploma in General - June 2005(Patrick Henry High School Ashland - Ashland, VA)