

# ROBERT SMITH

## Automotive Service Manager

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Results-focused Automotive Service Manager with a lifetime of tenure within the automotive and racing industry seeking to bring experience, work ethic, and enthusiasm to a progressive organization. Solutions-oriented troubleshooter and equipment/vehicle repair expert adept at identifying and resolving issues to improve vehicle life and functionality.

### **2015 - PRESENT**

#### **AUTOMOTIVE SERVICE MANAGER - ACTIO**

- Ascertains vehicle problems by listening to customers description of their issues and recording the problems in Job card.
- Verifies warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.
- Consulted with customers at the time of write-up to collect information so technicians can properly diagnose the problem, dispatched work to technicians based on ability.
- Develops estimates by costing materials, supplies, and labor; calculating customers payment, including deductibles.
- Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system.
- Maintains automotive records by recording problems and corrective actions planned.
- Conduct regular physical and practical audits to ensure quality and safety requirements are in compliance.

### **2012 - 2015**

#### **BDC MANAGER - HALLANDALE MOTORSPORTS**

- Routine sales travel to visit new and existing customers and attend relevant trade shows.
- Identify and properly qualify new business opportunities using available resources.
- Provide customer support by responding to customer inquiries and requests.
- Partner with current customers to ascertain current needs and generate additional sales.
- Work closely with marketing to recognize promote sales opportunities.
- Ensure that databases are current and updated with accurate customer information.
- Routinely pull and reference system reports for additional sales opportunities.

## **EDUCATION**

Associate Of Science in Automotive - 1992 to 1997(Brevard Community College  
(University Of Florida) - Miami, FL )

## **SKILLS**

Mitchell1 Repair Shop Software, Microsoft Office, Autodesk Inventor Software,  
Solidworks 3D Cad, Automotive Repair, FANUC Robot Programming, Customer Service,  
Record Keeping, C++ Programming, Metal Fabrication, Automotive Collision And Body  
Work