



NOAH WILLIAMS

Automotive Service Manager

support@qwikresume.com
(123) 456 7899
Los Angeles
www.qwikresume.com

SKILLS



INTERESTS

- Blogging
- Birdwatching
- Traveling
- Sports Coaching

STRENGTHS

- Planning
- Positivity
- Pragmatism
- Resourcefulness

LANGUAGES



ACHIEVEMENTS

- Achieved a 20% increase in customer satisfaction scores through improved service protocols.
- Reduced service turnaround time by 30%, enhancing operational efficiency and customer retention.

PROFESSIONAL SUMMARY

Proactive Automotive Service Manager with a strong focus on operational excellence and customer satisfaction. Over 9 years of experience in managing service teams and improving service delivery processes. Successfully reduced service wait times by 15% through the implementation of a new scheduling system. Recognized for exceptional problem-solving skills and the ability to handle customer complaints effectively, resulting in a significant boost in customer loyalty and repeat business.

WORK EXPERIENCE

- Automotive Service Manager** Dec / 2017-Ongoing
Maple Leaf Consulting Toronto, ON
- Oversaw daily operations of the service department, ensuring efficient workflow from vehicle intake to final delivery, enhancing customer satisfaction and service quality.
 - Prepared detailed repair orders that accurately captured customer concerns and service recommendations, improving communication and transparency.
 - Utilized advanced diagnostic tools to assess vehicle issues, providing customers with clear options and solutions tailored to their needs.
 - Managed a multi-line phone system, effectively communicating with customers to schedule appointments and follow up on service needs.
 - Resolved customer billing and service complaints promptly, ensuring high levels of customer satisfaction and loyalty.
 - Maintained accurate records of customer interactions and transactions, facilitating follow-up and retention strategies.
 - Conducted regular visits to local businesses to foster relationships and promote service offerings, expanding the customer base.

- Automotive Parts** Dec / 2014-Dec / 2017
Lakeside Apparel Co Chicago, IL
- Coordinated with over 100 parts suppliers to source quality components, ensuring timely repairs and customer satisfaction.
 - Generated quotes for insurance companies and repair facilities, following up with sales calls to secure business and maintain relationships.
 - Engaged with local body shops and insurance adjusters to identify networking opportunities and drive sales growth.
 - Conducted site visits to repair and body shops to understand their needs, enhancing service offerings and customer relationships.

EDUCATION

- Associate of Applied Science in Automotive Technology** Dec / 2011 Dec / 2014
Universal Technical Institute Seattle, WA
- Focused on advanced automotive repair techniques and service management principles.