

NOAH WILLIAMS

Automotive Service Manager

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

SKILLS



INTERESTS



Birdwatching



Sports Coaching

STRENGTHS









LANGUAGES



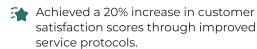


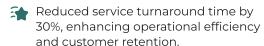




Spanish 80%

ACHIEVEMENTS





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

math Dec / 2017-Ongoing

Maple Leaf Consulting

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

Automotive Parts

m Dec / 2014-Dec / 2017

Lakeside Apparel Co

Thicago, IL

- 1. Coordinated with over 100 parts suppliers to source quality components, ensuring timely repairs and customer satisfaction.
- 2. Generated quotes for insurance companies and repair facilities, following up with sales calls to secure business and maintain relationships.
- 3. Engaged with local body shops and insurance adjusters to identify networking opportunities and drive sales growth.
- 4. 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 /

Dec / 2014

Universal Technical Institute

耳 Seattle, WA

Focused on advanced automotive repair techniques and service management principles.