

Robert Smith

Automotive Service Manager

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SUMMARY

Seeking to apply and utilize the skills of my trade as an Assistant Automotive Manager acquired through years of my past and present experience. I am also a highly talented Automotive Technician with huge experience in performing skilled mechanical work in maintenance and repair in the automotive industry.

SKILLS

Hand Tools And Pnuematic Tools, Pallet Jack, Computer, Problem Solving, Automotive Maintenance And Repair

WORK EXPERIENCE

Automotive Service Manager

Brickell Motors - 2012 - 2017

- Director of operations in parts and service. In charge of directing day to day operations with a staff of approximately 75 employees.
- Dealt with ownership directly to increase sales in service as well as maintain a high gross profit margin. Continues customer service index (CSI) over 90%.
- Trained and specialized in managerial duties and led the department from red to the black within a year. Maintained a steady gross profit in customer pay consistently above 85% with banner months throughout the fiscal year.
- Manage the service department effectively by scheduling associates, service appointments and organizing workflow to deliver quality work on time to customers.
- Built repeat business and customer loyalty by ensuring highest quality repairs and educating/problem solving with customers on technical issues.
- Engage immediately with customers, acknowledging regular clientele, and pricing service repairs and new products.
- Encouraged preventive maintenance service to keep their vehicles running at peak performance.

Automotive Service Manager

ABC Corp - 2009 - 2012

- Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits.
- Productivity or goal achievement or to identify areas needing cost reduction or program.
- Direct administrative activities directly related to providing services; prepare staff work.
- Increase revenue by utilizing my exceptional sales ability, customer relations skills, and up-selling as deemed appropriate.
- Retain customers by implementing after-sales follow-up calls and support to ensure customer satisfaction.
- Increase client database through marketing and word-of-mouth referrals based on integrity, honesty, and trust.
- My functional knowledge to positively develop my leads towards the cost, quality and speed of our purchased parts.

EDUCATION

HIGH SCHOOL DIPLOMA - (MIAMI DADE COMMUNITY COLLEGE A.A.)B.A. in Psychology - (LIBERTY UNIVERSITY B.A.)