LIAM ANDERSON

Detail Manager

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👤 PROFESSIONAL SUMMARY

Proficient Detail Manager with 7 years in automotive detailing, excelling in process optimization and team leadership. Adept at enhancing service quality and customer satisfaction through strategic training and operational improvements. Passionate about fostering a high-performance culture and achieving excellence in all aspects of detail management.

🖥 WORK EXPERIENCE

Detail Manager
WidgetWorks Inc.

📅 Feb / 2021-Ongoing
📍 Denver, CO

1. Supervised a team of detailers, ensuring high-quality vehicle care and customer satisfaction.
2. Managed customer interactions to ensure a positive experience and repeat business.
3. Utilized advanced detailing equipment and techniques for optimal vehicle presentation.
4. Maintained employee time sheets and performance records.
5. Ensured efficient shop operations, meeting service deadlines while maintaining quality standards.
6. Conducted thorough cleaning, polishing, and waxing of vehicles to exceed customer expectations.
7. Developed training programs for new hires, resulting in a 40% decrease in onboarding time and improved performance.

Detail Manager
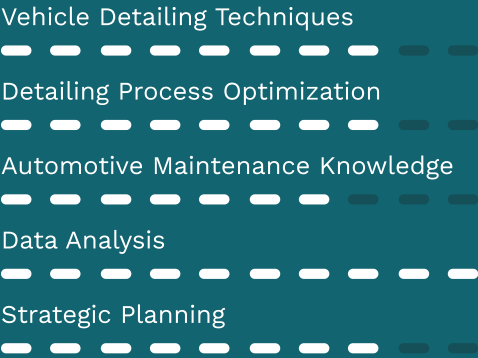**Crescent Moon Design**

📅 Feb / 2018-Feb / 2021
📍 Portland, OR

1. Oversaw all aspects of detail shop management, including staffing and scheduling.
2. Utilized Microsoft Excel and Word for reporting and documentation purposes.
3. Managed compliance with safety protocols and maintained PPE standards.
4. Coordinated staff schedules to optimize workflow and meet customer demand.
5. Handled customer inquiries and resolved issues to enhance service delivery.

🎓 EDUCATION

Bachelor of Science in Automotive Management
University of Automotive Studies

📅 Feb / 2015 - Feb / 2018
📍 Toronto, ON

Focused on automotive service management and customer relations.

💡 SKILLS

Vehicle Detailing Techniques
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Detailing Process Optimization
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Automotive Maintenance Knowledge
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Data Analysis
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Strategic Planning
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📡 INTERESTS

🏠 Home Brewing   🦌 Wildlife Conservation

🐾 Running   💓 Public Speaking

✊ STRENGTHS

👍 Willingness   📓 Wisdom

🔥 Zeal   💡 Ingenuity

🔤 LANGUAGES

English   Spanish   Mandarin

⭐ ACHIEVEMENTS

⭐ Increased customer satisfaction scores by 30% through enhanced training programs.

⭐ Streamlined detailing processes, reducing service time by 20% while maintaining quality.