

Robert Smith

Lead Service Advisor

PERSONAL STATEMENT

Lead Service Advisor is Training other team members in effectively finding solutions to help customers bring past due accounts current. Training employees to assist customers in making current and past due auto loan payments. Skipping traced past due account holders. Increasing profitability 15% by decreasing Drive Time due loss while controlling roll rate percentage on past due loans every month.

WORK EXPERIENCE

Lead Service Advisor

ABC Corporate - March 2013 - 2022

Responsibilities:

- Handled phone calls, email and faxes from customers.
- Opened repair orders, ordered parts needed, generated estimates, obtained purchase orders, placed follow up phone calls and email on status.
- Dealt with national accounts with repairs needed on units.
- Provided customer service to each client in a timely and courteous manner.
- Increased revenue for service and parts departments.
- Advised general manager of ideas to improve productivity in the company.
- Used Customer Service, multi tasking, all Microsoft programs - excel, outlook, word, power point.

Lead Service Advisor

Delta Corporation - 2010 - 2013

Responsibilities:

- Service Advisor/ Sales Administrator.
- Dealership was sold and closed) Responsibilities included all aspects of the automotive service center Sold automotive repair services to clients; .
- Handling accounts Guest interaction Faxing Emailing Supervising Mailing/receiving.
- Was an advisor for automotive service and was ascertaining performance problems and services requested; verifying warranty and service contract .
- Was the lead advisor and was offered a service manager position at another dealership.
- Greet customer in the service drive and each phone call with a smile Encourage and educate customers what repairs are needed Ensure work completed .
- Was an advisor for automotive service and was ascertaining performance problems and services requested; verifying warranty and service contract .

CONTACT DETAILS

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SKILLS

Microsoft Office, Excel,
Outlook, Word,
Techpoint, Estimating.
Forklift Certification,
Inventory Control.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

BA In Accounting