



# ALEXANDER SCOTT


Service Consultant

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## PROFESSIONAL SUMMARY

Dedicated Service Consultant with 2 years of experience in effectively addressing customer needs and providing tailored solutions. Adept at enhancing client satisfaction through proactive communication and problem-solving. Looking to leverage my expertise in a dynamic team environment focused on delivering exceptional service and fostering long-term client relationships.

## WORK EXPERIENCE



**Service Consultant**  Apr / 2024-Ongoing  
**Blue Sky Innovations**  Chicago, IL

- 1. Developed strong relationships with customers by delivering exceptional service and support.
- 2. Scheduled appointments, answered inquiries, and processed repair orders efficiently.
- 3. Provided accurate repair estimates and timelines, enhancing customer trust.
- 4. Coordinated tasks for technicians, ensuring timely service delivery and quality control.
- 5. Maintained clear communication with customers throughout the service process.
- 6. Generated and reviewed invoices, ensuring transparency and accuracy.
- 7. Completed all Service Advisor certifications, maintaining industry standards.

**Service Consultant**  Apr / 2023-Apr / 2024  
**Silver Lake Enterprises**  Seattle, WA

- 1. Trained new hires in customer service protocols and product knowledge at Walser Mazda.
- 2. Managed customer service indices and warranty claims to ensure high satisfaction levels.
- 3. Collaborated with sales representatives to strengthen customer relationships and drive sales.
- 4. Facilitated ongoing training for sales staff to enhance performance and service delivery.
- 5. Ensured dealership met corporate standards for customer experience and appearance.
- 6. Achieved recognition in the top 2% of the district for sales and service indices.

## EDUCATION

**Bachelor of Science in Business Administration**  Apr / 2022 - Apr / 2023  
**University of Phoenix**  Seattle, WA

Focused on customer service management and business operations.

## SKILLS

Active Listening

Lead Generation


Technical Writing


Project Management


Cross-functional Teamwork


Strategic Planning

## INTERESTS


 Gaming


 Fashion


 Film


 Technology

## STRENGTHS

 Fairness

 Flexibility

 Forward-thinking

 Gratitude

## LANGUAGES

English

Russian

Mandarin

## ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective service delivery.
- ★ Increased service sales by 20% within the first year by upselling and cross-selling.
- ★ Recognized as Employee of the Month for outstanding customer service.