

# JACKSON TURNER

## Service Department Manager

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## PROFESSIONAL SUMMARY

Dynamic Service Department Manager with over 7 years of experience in automotive service operations. Proven ability to lead diverse teams, optimize service processes, and achieve customer satisfaction. Skilled in budget management, performance metrics, and staff development, driving operational excellence and profitability.

## WORK EXPERIENCE

### Service Department Manager

Seaside Innovations

📅 Apr / 2020-Ongoing

📍 Santa Monica, CA

1. Supervised a team of 30 employees, including technicians and service advisors, fostering a collaborative work environment.
2. Assisted technicians with complex repairs, ensuring high-quality service delivery.
3. Managed daily operations of the service department, focusing on efficiency and customer satisfaction.
4. Conducted regular meetings with staff to address issues and implement improvements.
5. Developed and executed annual business plans, setting key performance indicators for success.
6. Ensured compliance with safety policies, contributing to a safer workplace.
7. Streamlined service processes, enhancing workflow and reducing turnaround times.

### Service Department Manager

Silver Lake Enterprises

📅 Apr / 2018-Apr / 2020

📍 Seattle, WA

1. Monitored service requests, ensuring accurate billing and timely resolution of customer claims.
2. Managed over 30 employees, overseeing daily tasks and performance evaluations.
3. Coordinated with union and non-union teams to ensure project efficiency.
4. Implemented training programs that increased departmental income and reduced costs.
5. Scheduled service appointments and managed parts inventory effectively.
6. Resolved customer disputes, maintaining high service quality standards.

## EDUCATION

### Bachelor of Science in Business Management

University of Michigan

📅 Apr / 2016-Apr / 2018

📍 Toronto, ON

Focused on management principles, operations management, and customer service strategies.

## SKILLS

Data Analysis And Reporting



Database Management



Automotive Service Expertise



Vehicle Diagnostics And Repair



## ACHIEVEMENTS

- 🌟 Increased service department revenue by 25% through effective marketing strategies and customer engagement.
- 🌟 Achieved a 95% customer satisfaction rating by implementing a feedback system and training staff on best practices.
- 🌟 Reduced average service wait times by 30% through process optimization and scheduling improvements.