



# HARPER LEWIS

## Service Department Manager

### PROFESSIONAL SUMMARY

Accomplished Service Department Manager with 10 years of extensive experience in the automotive industry. Expert in leading high-performing teams, optimizing service workflows, and enhancing customer satisfaction. Proven ability to manage budgets, analyze performance metrics, and develop staff, driving operational success and profitability.

### WORK EXPERIENCE

#### Service Department Manager

Apr / 2018-Ongoing

Maple Leaf Consulting

Toronto, ON

1. Led a team of 9 service representatives, ensuring optimal customer service and operational efficiency.
2. Conducted weekly training sessions and performance reviews to enhance team skills and morale.
3. Implemented new service processes, resulting in a 20% increase in customer satisfaction scores.
4. Managed recruitment and onboarding of new team members, ensuring a strong service culture.
5. Developed incentive programs that boosted team performance and engagement.
6. Utilized interpersonal skills to foster positive relationships with staff and clients.
7. Recommended and executed budgetary changes, improving resource allocation and service delivery.

#### Lead Service Department Manager

Apr / 2015-Apr / 2018

Crescent Moon Design

Portland, OR

1. Oversaw all daily operations of the service department, ensuring seamless workflow and customer satisfaction.
2. Enhanced employee performance and client relationships through targeted training and support.
3. Initiated marketing strategies that successfully attracted new customers to the service department.
4. Established strong relationships with regular clients, ensuring their needs were consistently met.
5. Promoted to Service Department Manager within six months, demonstrating leadership capabilities.
6. Managed a team of technicians and service writers, focusing on efficiency and quality service.

### EDUCATION

#### Bachelor of Science in Business Administration

Apr / 2012 - Apr / 2015

University of Automotive Management

Chicago, IL

Focused on management principles and operational strategies relevant to the automotive industry.

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### SKILLS

Crm Software

10

Reporting Skills

7

Compliance Knowledge

9

Service Coordination

10

Technical Knowledge

10

Change Management

8

### INTERESTS

Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

### STRENGTHS

Stewardship

Teamwork

Tenacity

Vision

### LANGUAGES



English



Italian



Swahili

### ACHIEVEMENTS

Increased service department revenue by 30% through process improvements and team training.

Achieved a 95% customer satisfaction rating by implementing feedback mechanisms.