

# ISREAL VON

690 ZIEMANN RUE, SAN FRANCISCO, CA

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## PHONE

+1 (555) 781 9551

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## EXPERIENCE

### DICKI, STOLTENBERG AND LITTLE

02/2019 – present

Detroit, MI // *Automotive Service Manager*

- Proficient knowledge of dealership computer systems
- Previous industry knowledge of overall operations, management and wholesale relations (preferred)
- Sales experience in Automotive Complete Auto Care, Tire Sales and Service experience
- Proven Automotive Complete Auto Care, Tire Sales and Service experience
- Consistent top tier CSI results
- Set and achieve targeted goals
- Problem solving – customer complaints
- Aptitude to manage inventory, scheduling, equipment maintenance

### MOHR INC

11/2011 – 09/2018

Detroit, MI // *Automotive Service Manager*

- Capacity to lead and coach others
- Excellent communication, supervisory, and managerial skills
- Sign-on bonus for new teammates only
- Capacity to lead and coach others
- Auto service technical experience
- Service manager or service writer experience
- Must have completed all the current and required BSRO store education courses & modules required for this position
- Must have valid automotive driver's license at all times in order to test drive customer's vehicles

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## EDUCATION

### MASSACHUSETTS COLLEGE OF ART

*Collage in Automotive*

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## SKILLS

- Educate and explain service recommendation to customers
- Assist Store Manager with operational duties
- Company paid ASE Certification and Career Path Development programs
- A minimum of 2 years of Store or Service Manager experience
- Excellent customer service disposition
- Provide full leadership of the shop and team
- Provide technical assistance and support
- Assign daily tasks
- Review shop performance to meet company goals and budgets
- Own staffing and associate development