

EDWARD L RUSSELL

AUTOMOTIVE SERVICE CONSULTANT



CONTACTS

- 4029 Seneca Drive
Silverton, OR 97381
- (503) 874-5424
- edward@abcmail.com
- edward.com

CAREER OBJECTIVE

To obtain the Automotive Service Consultant position in a company that provides an open environment with many opportunities for continuous growth.

WORK EXPERIENCE

Automotive Service Consultant, 2016–present

AAA Carolinas

- Facilitated regional fixed operations improvement meetings with dealership management, including the development of training materials.
- Coordinated with regional management, FOM's, and DOM's on express service-related dealership action plans.
- Performed onsite dealership consulting, training, and follow-up in implementing customer-focused processes.
- Monitored operational express service KPIs and developed ongoing dealership countermeasures to achieve business plan objectives.

Automotive Service Consultant, 2014–2016

D'Addario Auto Group

- Communicated vehicle services needed to be completed to the technician.
- Advised customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturer's specifications, using maintenance menu.
- Conducted annual certification visits to determine the certification status of participating dealerships.
- Scheduled appointments using dealership approved forms.