

# ANDREW CLARK

## Service Advisor

+1-943-128-6924 @ carterchavez@gmail.com  
https://www.linkedin.com/in/carter-chavez/ Phoenix, AZ

## SUMMARY

Joyful Service Advisor with 8 years of experience in the car dealership business. Exceptional customer service, successful in cold calling and deep automobile knowledge. Looking for a position that will require a resourceful professional.

## EXPERIENCE

**Service Advisor** 2013 - 2021  
**AutoPaut** Phoenix, AZ

AutoPaut is a car dealership shop that offers German and Japanese cars.

- Increased service sales by 15% for my office location by persuasively engaging with customers via cold calls
- Greatly developed my time management skills and ability to work under pressure to maximise short 10-minute advice sessions
- Consistently stayed beyond working hours to ensure the customer service is not compromised and supervising a team of 4 during busy weekend shifts
- Provided excellent customer service, over 500 cars sold
- Surpassed revenue quota by 169% through effective sales and partner network development

**Warehouse Worker** 2012 - 2013  
**FlamCall** Phoenix, AZ

FlamCall is an international retailer of construction materials that has 200+ warehouses in the USA alone.

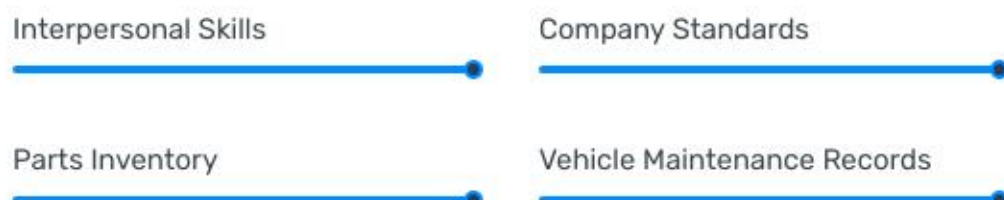
- Improved the procedures of the supply chain, which increased the delivery times by 25%
- Participated in reorganized the warehouse inventory system, making the process 50% less cumbersome to handle than before
- Used pallet jack and other warehouse machinery on a daily basis

**Barista** 2009 - 2012  
**CuppyDup** Phoenix, AZ

CuppyDup is a café located in the center of Phoenix, AZ.

- Managed morning rush of over 200-250 customers daily with efficient, levelheaded customer service
- Memorized recipes for 30+ specialty coffee beverages and seasonal offerings
- Ensured consistent labor even after rush hours by going beyond my job description and cleaning up areas of the café
- Helped with increasing 2011's turnover with 8%
- Trained 5+ new co-workers

## INDUSTRY EXPERTISE




## SKILLS

Customer Service ·  
Attention to Detail ·  
Service Department ·  
Customer Vehicles ·  
Additional Repairs ·  
Warranty Claims ·  
Vehicle Maintenance Records

## EDUCATION

**High School Diploma**  
Laurel High School  
09/2004 - 06/2009 Laurel, DE

## STRENGTHS

 **Customer Service**  
Capable of communicating efficiently and respectfully with a customer. 99% of the clients have a good impression of my professionalism.

 **Computer Skills**  
Advanced understanding of how to operate with a computer, computer programs and applications.

 **Communication**  
Always finding a way to start a discussion and express my point of view.

## LANGUAGES

English	Native	●●●●●
Spanish	Proficient	●●●●●
French	Advanced	●●●●●