

Sheldon Eichmann

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EXPERIENCE

COGGIN AUTOMOTIVE SERVICE MANAGER

Detroit, MI

11/2014 – present

- Other duties to be determined by management
- Motivate, train, develop and reward employees
- Attend manager meetings and conduct service dept. meetings
- Work with shop foreman to ensure customers vehicles are serviced properly and in a timely manner
- Oversee the service department, technicians, service advisors, service call center, valet, detailers and service lane
- Forecast goals and objectives for the department and strive to meet them
- Handle & resolving customer complaints

MONRO AUTOMOTIVE SERVICE MANAGER

Philadelphia, PA

04/2011 – 05/2014

- Assist manager in the daily operations of the store
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- Assist in making schedules for employees
- Interview and assist in hiring and termination of auto technicians and general service technicians
- Assist in completing time cards
- Distribute work to technicians in a fair manner to ensure the shop is running efficiently
- Strong work ethic

AUTOMOTIVE SERVICE MANAGER

Chicago, IL

03/2004 – 10/2010

- Analyzing the business to determine shortfalls and developing action plans to improve performance
- Hires, trains, motivates, counsels, and monitors the performance of all service department staff
- Assist with training sales personnel
- Review P.M.A.'s with technicians to verify that the recommended work is accurate
- Run store in the manager's absence
- Setting a clear vision and goals for the Service Department to achieve targeted performance
- Engaging and motivating the team to achieve key goals, performance expectations and AutoNation best practice processes

EDUCATION

CHAPMAN UNIVERSITY

Bachelor's Degree in Attention