

ROBERT SMITH

Automotive Service Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Hard working Automotive Service Manager proficient in problem solving complex auto repair issues while consistently delivering quality service. Service Advisor who employs a strong work ethic and is focused on quality and customer satisfaction. Employs great communication skills to relay complex problems to customers.

CORE COMPETENCIES

Customer Relationship Management, Customer Service, Employee Relations, Employee Supervision, Business Development, Business Management.

PROFESSIONAL EXPERIENCE

Automotive Service Manager

Coastland Automotive - October 2014 - Present

Key Deliverables:

- Managed the operation from research of vehicle to the procedures and monitoring of the job from completing a parts distributor pricing to advising the technician through the complete job, to the extent of a customer ride along.
- Prepare accurate and detailed repair orders that describe customer concerns.
- Contemplated several computer diagnostic solutions for the clients current vehicle in the service bay for review, and go over the customers options available.
- Answer multiple line telephone system and call customers to advise of any services needed, close the sale and schedule appointments.
- Resolve customers billing and or service concerns complaints or direct to appropriate department to resolve and follow through to completion.
- Log in customers transactions and interactions on a daily basis for follow up reports and customer retention.
- Complete all invoices written from start to finish by finalizing billing.

Automotive Parts

Benwood Auto Parts - June 2002 - November 2013

Key Deliverables:

- Research broker parts from over 100 trading partners in our network of yards.
- Issue quotes to insurance companies and repair facilities follow through with sales calls to close sales and maintain the customer base.
- Call on area body shops and insurance adjusters for networking and potential sales opportunities.
- Periodically visit area repair and body shops to “put a face to the voice” to establish a better understanding of the shop’s needs and develop customer relationships.