

# **Sheldon Eichmann**

**69514 Wilbert Manors, San Francisco, CA ♦ Phone: +1 (555) 250 7015**

---

## **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
- Assist Manager in the daily operations of the store
- 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**