



Thelma Vacirca

Automotive Service Manager

Results-driven Automotive Service Manager with 5 years of experience in leading high-performing service teams. Proven track record in maximizing customer satisfaction, streamlining operations, and driving revenue growth. Adept at implementing cost-saving strategies, cultivating strong client relationships, and fostering a culture of continuous improvement. Committed to maintaining the highest quality standards while ensuring a safe and productive work environment.

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123 Cherry Lane, Pittsburgh, PA 
15212

Education

**Associate of Applied
Science in Automotive
Service Management at
Pennsylvania College of
Technology, Williamsport,
PA**

Aug 2014 - May 2018

Relevant Coursework:
Automotive Systems, Service
Management, Vehicle
Diagnostics, Automotive
Electronics, Suspension and
Steering, Engine Performance,
Brake Systems, and Heating
and Air Conditioning.

Links

[linkedin.com/in/thelmavacirca](https://www.linkedin.com/in/thelmavacirca)

Skills

Diagnostics

Troubleshooting

Inventory Management

Customer Relations

Team Leadership

Warranty Administration

Preventative Maintenance

Employment History

Automotive Service Manager at Pep Boys, PA

Mar 2023 - Present

- Successfully increased overall customer satisfaction ratings by 25% within the first year by implementing new service protocols and enhancing staff training programs.
- Boosted average monthly revenue by 15% in the first two years, resulting in an additional \$1.2 million in annual sales through strategic marketing initiatives and upselling techniques.
- Reduced staff turnover rate by 30% by creating a supportive work environment, providing performance-based incentives, and offering comprehensive training and development opportunities.
- Streamlined service department operations, leading to a 20% reduction in average vehicle turnaround time and a 10% increase in overall productivity.

Assistant Automotive Service Manager at Monro Auto Service and Tire Centers, PA

Aug 2018 - Jan 2023

- Successfully increased overall customer satisfaction rate by 15% within the first year by implementing improved communication strategies and streamlining appointment scheduling processes.
- Effectively managed a team of 10 technicians, resulting in a 25% increase in productivity and reducing average repair time by 20%.
- Reduced inventory costs by 10% through efficient management and implementation of a new vendor negotiation strategy, leading to an annual cost saving of \$50,000 for the center.
- Identified and implemented new marketing strategies that led to a 30% increase in new customers and a subsequent 20% growth in annual revenue.

Certificates

Automotive Service Excellence (ASE) Certified Master Automobile Technician

Mar 2022

Fixed Operations Specialist Certification from the National Automobile Dealers Association (NADA)

May 2020

Memberships

Automotive Service Excellence (ASE)