

ASHLEY B BROWN

AUTOMOBILE SERVICE MANAGER



CONTACTS

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CAREER OBJECTIVE

Seeking a challenging position as an Automobile Service Manager where my capabilities may be utilized, developed, and enhanced and to be a part of the company's growth and success with the contribution of my knowledge and skills.

PROFESSIONAL EXPERIENCE

Automobile Service Manager, 2016–present

Penske Automotive Group

- Established and maintained a good working relationship with customers to encourage repeat referral business.
- Inspected vehicles and applied proper resources to accurately identify and verify clients' service needs.
- Recorded them along with current vehicle and client information on the repair order.
- Exceeded the service department's financial objectives by establishing prices for products and services.

Automobile Service Manager, 2014–2016

Firestone Complete Auto Care (1684)

- Created goals and objectives for the department, which included an annual operating budget and a marketing plan to promote new and repeat business.
- Referred to service history, inspect vehicle, and recommended service to clients.
- Promoted the sales of appropriate services, parts, and accessories by thoroughly understanding the product and associated service requirements.
- Created estimates, repair orders, and recommended services in a timely, professional manner.