

# ROBERT SMITH

## Assistant Automotive Service Manager

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Assistant Automotive Service Manager who employs a strong work ethic and the latest technology to every repair project. Employs great communication skills to relay complex problems to customers.

### EXPERIENCE

#### Assistant Automotive Service Manager

##### Cts Tire Express - FEBRUARY 2014 - DECEMBER 2017

- Schedule appointments based on customers request and job to be performed.
- Properly delegate work to correct technician with skillset required to complete the job.
- Educate customer on tire classes designs designations giving knowledge and assistance in selecting the correct tire for their application.
- Maintain an inventory of new passenger and light truck tires based upon reports and sales in the area.
- Assist less experienced technicians with procedures to diagnose and repair.
- Maintain inventory of mechanical parts needed for repairs and maintenance.
- Created inspection forms for mechanical repairs to ensure consistency and accuracy of repairs and evaluations.

#### Master Automotive Technician

##### Daves Automotive, Inc - AUGUST 2010 - FEBRUARY 2014

- Serviced air-conditioning, heating, engine-cooling and electrical systems.
- Strengthened the agency's reputation by providing expert technical explanations to resolve customer, dealer, and manufacturers concerns.
- Function as a team member to provide consistent and fair problem resolution to all customer and employee issues.
- Resolved customer complaints and answered customers questions regarding policies and procedures.
- Supervised the work of customer service employees to ensure adherence to quality standards, deadlines, and proper procedures.
- Provided employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes. Implemented corporate and departmental policies, procedures.
- Discussed job performance with employees to identify causes and issues and to work on resolving problems.