

ANDREW CLARK

Service Advisor

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SUMMARY

Joyful Service Advisor with 8 years of experience in the car dealership business. Exceptional customer service, successful in cold calling and deep automobile knowledge. Looking for a position that will require a resourceful professional.

EXPERIENCE

Service Advisor	2013 - 2021
AutoPaut	Phoenix, AZ

AutoPaut is a car dealership shop that offers German and Japanese cars.

- Increased service sales by 15% for my office location by persuasively engaging with customers via cold calls
- Greatly developed my time management skills and ability to work under pressure to maximise short 10-minute advice sessions
- Consistently stayed beyond working hours to ensure the customer service is not compromised and supervising a team of 4 during busy weekend shifts
- Provided excellent customer service, over 500 cars sold
- Surpassed revenue quota by 169% through effective sales and partner network development

Warehouse Worker	2012 - 2013
FlamCall	Phoenix, AZ

FlamCall is an international retailer of construction materials that has 200+ warehouses in the USA alone.

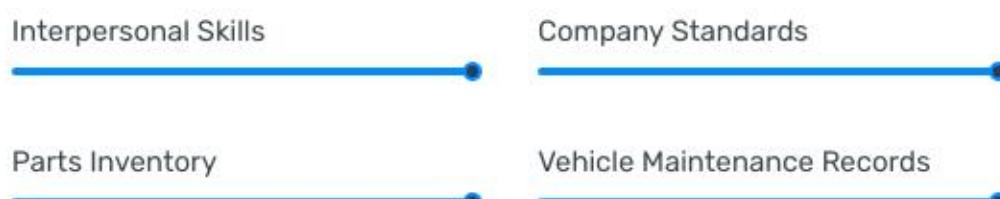
- Improved the procedures of the supply chain, which increased the delivery times by 25%
- Participated in reorganized the warehouse inventory system, making the process 50% less cumbersome to handle than before
- Used pallet jack and other warehouse machinery on a daily basis

Barista	2009 - 2012
CuppyDup	Phoenix, AZ

CuppyDup is a café located in the center of Phoenix, AZ.

- Managed morning rush of over 200-250 customers daily with efficient, levelheaded customer service
- Memorized recipes for 30+ specialty coffee beverages and seasonal offerings
- Ensured consistent labor even after rush hours by going beyond my job description and cleaning up areas of the café
- Helped with increasing 2011's turnover with 8%
- Trained 5+ new co-workers

INDUSTRY EXPERTISE



SKILLS

- Customer Service ·
- Attention to Detail ·
- Service Department ·
- Customer Vehicles ·
- Additional Repairs ·
- Warranty Claims ·
- Vehicle Maintenance Records

EDUCATION

High School Diploma

Laurel High School
09/2004 - 06/2009 Laurel, DE

STRENGTHS

Customer Service
Capable of communicating efficiently and respectfully with a customer. 99% of the clients have a good impression of my professionalism.

Computer Skills
Advanced understanding of how to operate with a computer, computer programs and applications.

Communication
Always finding a way to start a discussion and express my point of view.

LANGUAGES

English	Native	★★★★★
Spanish	Proficient	★★★★★
French	Advanced	★★★★★