

Automotive Service Advisor

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Objective

Diligent mechanical technician with four years of performance critical and hands-on education experience in the field. Top technician during acquisition of automotive technology degree, applying experience and skills to repair and maintain high quality equipment for advanced technology.

Skills

16 Years Of Customer Service Experience, 14 Years Of Computer Experience, 4 Years Of Mechanical Experience.

Work Experience

Automotive Service Advisor

FIRESTONE COMPLET AUTO CARE - February 2016 - 2019

- Responsible for opening and closing store and performed associated duties unsupervised.
- Organized and Count Inventory for Submission to Corporate Office.
- Maintained Customer Service Index (CSI) rating as set by dealership service manager.
- Responsible for the entire customer service experience from the service drive until vehicle is turned back over to the customer.
- Scheduled appointments and generated detailed service estimates tailored to the specific customer.
- Advised customers on the care and service of their vehicles and the value of maintenance in accordance with the manufacturers specifications.
- Effectively communicated to the customer the timeline of repair and maintenance.

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ABC Corporation - 2015 - 2016

- 30 hours per week Managed team of five mechanics and assigned service repair order.
- Ascertained automotive problems and services by listening to customers description of symptoms; clarifying description of problems, conducting inspections, taking test drives, checking vehicle maintenance records, examining service schedules.
- Verified warranty and service contract coverage by examining records and papers, explaining provisions and exclusions.
- Developed estimates by costing materials, supplies, and labor; calculating customers payment, including deductibles.
- Prepared repair orders by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering repair order into service database system.
- Maintained customer rapport by explaining estimates and expected return of vehicle; obtaining customers approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation.
- Heard and resolved customer grievances Maintained automotive records by recording problems and corrective actions planned.