

Anthony Unida

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Professional Summary

Dedicated and detail-oriented automotive professional with extensive experience in service advising, parts management, and automotive repair. Proven leadership skills in managing teams, optimizing workflow, and enhancing customer satisfaction. Adept at diagnosing vehicle issues, training staff, and driving sales performance. Passionate about delivering exceptional service and fostering strong client relationships.

Professional Experience

Tesla North Hollywood

– North Hollywood, Ca

Lead Sr. Service Advisor | March 2023 – Present

- Lead and mentor service advisors to enhance customer service and operational efficiency.
- Oversee daily service operations, ensuring a seamless workflow and timely vehicle servicing.
- Resolve customer concerns and provide expert guidance on service inquiries.
- Foster a collaborative work environment, boosting team morale and productivity.
- Improve customer satisfaction and loyalty through leadership and mentorship.

Tesla West Los Angeles

– Los Angeles, CA

Parts Advisor | October 2022 – March 2023

- Ensured all necessary parts were available for scheduled service appointments.
- Sourced and supplied vehicle parts to assist technicians with efficient repairs.
- Conducted inventory cycle counts, adjusting stock levels based on consumption reports.

Service Advisor | March 2022 – October 2022

- Guided customers through the vehicle service process, setting accurate expectations.
- Provided daily updates to customers on repair progress and estimated completion times.
- Managed warranty claims and service standards to enhance customer experience.

Subie Independent

– Los Angeles, CA

Shop Manager | September 2020 – January 2022

- Managed day-to-day operations and performed complex automotive repairs.
- Played a key role in making the startup company profitable and establishing a loyal customer base.
- Specialized in engine diagnostics, repairs, swaps, electrical work, and aftermarket modifications.

Pep Boys Service 0857

– Los Angeles, CA

Manager of Service | June 2017 – August 2020

- Exceeded service department sales goals by 20% or more.
- Managed customer service, audits, fleet accounts, and staff scheduling.
- Provided mechanical repairs, including brakes, tires, alignments, electrical, and A/C diagnostics.

AutoZone 4030 Hub

– Los Angeles, CA

Assistant Manager | January 2014 – June 2017

- Led a team of 50 employees, overseeing sales, payroll, and loss prevention.
- Managed the sales floor, commercial department, and inventory logistics.
- Ensured compliance with OSHA guidelines for workplace safety.

AutoZone 5413 Hub

– Los Angeles, CA

Hub Coordinator | January 2013 – January 2014

- Managed the receiving and distribution of automotive parts to various stores.
- Coordinated driver schedules and ensured timely deliveries

Education

American Career College – Los Angeles, CA

- Medical Assisting Program, Diploma | March 2010
- G.E.D. | July 2010

Skills & Expertise

- Service Advising & Customer Relations
- Automotive Diagnostics & Repair
- Inventory & Parts Management
- Team Leadership & Training
- Workflow Optimization
- Sales & Performance Management
- Warranty & Compliance Knowledge
- Electrical & A/C Repair

References

Available upon request.