

JACOB WOMACK

Fullerton, CA

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Willing to relocate: Anywhere

Authorized to work in the US for any employer



WORK EXPERIENCE

Service Writer/ Office Administrator

Five Star Autocare - Newport Beach, CA

June 2015 to Present

Responsibilities

- Prepare written statements for work preformed.
- Prepare written estimates for repair work.
- Call Customer with price estimates.
- Order and Maintain parts and supply inventory.
- Record keeping and filing.
- Manage and collect payment from Wholesale accounts.
- Transcribe handwritten work orders to customer invoices for payment.
- Answer incoming phone calls.
- Schedule Customer Appointments.
- Coordinate staff lunches.
- Manage and reply to company emails.
- Maintaining company computers and network.

Accomplishments

Organized and created new time saving procedures for billing Wholesale accounts and tracking all pending balances.

Skills Used

- Customer Service
- Excel
- Word
- Outlook/Gmail
- Phone Etiquette
- Customer Service
- Clerical Work
- Accounting
- Inventory Management
- Attention to Detail
- Critical Thinking
- Transcription
- General Automotive Knowledge
- Basic IT knowledge

Store Manager/Sales Manager

CAR Enterprises Inc - La Habra, CA

May 2012 to January 2015

Responsibilities

Manage, train, and schedule at team of 6 employee's

Check Stock and fill orders

File End of Day Paperwork

Input Invoices and Submit for payment by Accounts Payable

Exhibit Outstanding Customer Service

Handle all customer Complaints

Drive Store Sales

Talk with Vendors and outside sellers in order to keep store stocked

Accomplishments

Improved Store Sales over the last 2 years by 20%

Achieved high scores on Image and Customer Service with in the Company.

Skills Used

Leadership

Customer Service

Computer Literacy

Excel

Word

Outlook

Phone Etiquette

Attention to Detail

Critical Thinking

Clerical Work



EDUCATION

Currently enrolled in Coastline Community Center Associate degree program for Network Security. in IT - Cybersecurity

Victor Valley College - Garden Grove, CA

2019 to Present

High School Diploma

Victor Valley High School - Victorville, CA

2004 to 2008



SKILLS

- **Knowledge of Word, Excel, Outlook. Critical Thinking, Customer Service, Merchandising, Phone Etiquette, Office Work, Invoice Processing**

- Information Technology - Basic Working Knowledge (5 years)



ASSESSMENTS

Technical Support — Familiar

October 2019

Performing software, hardware, and network operations.

Full results: https://share.indeedassessments.com/share_to_profile/2f5da8d16f0bcffe7989e3ff4a08ea4

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