

# DYLAN MATSON

## LOCAL ADMINISTRATOR

### CONTACT

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### SKILLS

Problem Solving

Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Leadership

### EDUCATION

#### HIGH SCHOOL

JJ PEARCE HIGH  
SCHOOL 2010

#### REFERENCES

JAKE ENRIGHT  
2146208191

MIKE HAYES  
9727681317

### RESUME OBJECTIVE

On site IT administrator with 5+ years of experience maintaining, troubleshooting, repairing, and installing software/hardware for over 100+ employees. Expertise in Reynolds and Reynolds software, including ERA Access and Ignite, and computer hardware. While also possessing more dealership specific roles. Looking to further my knowledge and gain additional certifications.

### EXPERIENCE

#### ON-SITE IT SUPPORT

*Park Cities Ford of Dallas / February 2015 – June 2020*

- Maintain and troubleshoot computer, printer and phone software/hardware.
- Setup and Installed computers during periods of company expansion.
- Worked alongside helpdesk to secure and protect employee and customer information during times of breach.
- Respond quickly to problems so business can remain productive.
- Manage business and ownership concerns.

#### BDC ADMINISTRATOR/QUICK LANE SUPERVISOR

*Park Cities ford of Dallas / October 2019 – June 2020*

- Write BDC contracts and prepare vehicles for service.
- Maintain and audit contracts, vehicles based on ford criteria.
- Supervise quick lane technicians for quality control and customer satisfaction.
- Focus on quick vehicle turnaround for faster service.

## **SERVICE DISPATCH AND WARRANTY BOOKING**

*Park Cities Ford of Dallas / July 2018 – June 2020*

- Dispatch vehicles to main shop and quick lane technicians for completion.
- Manage vehicles and technicians to guarantee customer vehicles are done correctly and in a timely manner.
- Maintain service RO and invoices for proper labor, parts charges.
- Oversee technicians' hours on tickets to advocate for proper payment.
- Handle warranty tickets to pass Ford benchmark. Including providing proof of technician work and confirming steps taken during repair.

## **PREVIOUS ROLES AT PARK CITIES FORD SECURITY**

*February 2015 – July 2015*

## **USED CAR PORTER**

*July 2015 – July 2019*

## **PDI DEPARTMENT**

*August 2017 – November 2018*