

## **David Cavarretta**

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### **Objective**

Seeking a long term opportunity with a well established company where I can use my strong abilities in team management, customer service and mechanical aptitude.

### **Education**

<b>Mazda Master Certification</b>	2015
<b>RL O'Connor Service Advisor Skills Certification</b>	August 2009
<b>Assorted Coursework</b>	
Mt. Hood Community College, Troutdale, OR	2004
<b>High School Diploma</b>	
San Clemente High School San Clemente, CA	June 2001

### **Qualifications**

Over sixteen years experience in every facet of the automotive repair industry including:

- |                               |                                |
|-------------------------------|--------------------------------|
| -Mechanical Repair Estimating | -Shop Management               |
| -Sales and Customer Service   | -General Automotive Repair     |
| -Body and Paint Estimating    | -Automotive Detail             |
| -Auto Auction Arbitration     | -Fleet Services Representative |

### **Related Experience**

**ADESA Portland Auto Auction** July 2016 - Present

#### **Mechanic Shop & Inspections Services Manager**

Effective management of 6-8 mechanics to promote a positive work environment.  
Using a hands-on approach and effective coaching, increased production efficiency from 40% to 120%+  
Oversee Operations of a 2nd department for vehicle inspections  
Conduct employee interviews for annual performance reviews and hiring new talent

**Alan Webb Mazda** Vancouver, WA Dec 2013 – July 2016

#### **Service Advisor**

Effective Management of a 5 tech crew  
Top 5 in CSI among Regional Mazda Dealerships individual and store ratings  
Ensure a high level of quality in repairs and customer service  
Excellent sales records

**Martin's Auto Clinic Inc.** Battle Ground, WA July 2010 – Dec 2013

#### **Service Advisor**

Effective shop management of 5 Technicians to promote a positive work environment  
Maintain reputation for excellent customer service in the community  
Sell recommended repairs to customers  
Ensure repairs are completed in a timely manner and to a high quality standard

**Knighthawk Protection** Vancouver, WA January 2013 – May 2014  
**Mechanic** (part-time)  
Fleet vehicle diagnosis, repair and maintenance

**Autozone** Vancouver, WA April 2012 - September 2012  
**Customer Service** (part-time)  
Sell parts using excellent customer service and proven sales methods

**Casey's Independent Auto** Vancouver, WA April 2009 - July 2010  
**Service Advisor**  
Providing excellent customer service  
Daily Management of 3 technicians  
Estimate and sell recommended repairs using effective sales skills

**Brasher's Portland Auto Auction** Wood Village, OR July 2003 - April 2009  
GSA and Volkswagen Fleet Reconditioning Representative  
Auction Arbitration Representative  
Mechanic Shop Estimator  
Auction Fleet Body & Paint Estimator  
Detail Shop Assistant Manager and Quality Control Supervisor  
General Automotive Technician

## **References**

Deneen Martin Martin's Auto Clinic (360) 910-6352

Tom Thaxton Thaxton Consulting (503) 706-0042

Walt Sims Uncle Wally's Catering (Retired) (503) 341-4451