

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR -  
EARNHARDT MANAGEMENT COMPANY Phoenix, AZ Work Experience SYSTEMS  
ADMINISTRATOR EARNHARDT MANAGEMENT COMPANY November 2017 to Present Currently  
working as a CDK Systems Administrator for the Parts and Service Department, Finance, Sales,  
Accounting and business offices for all 21 Earnhardt dealerships and 2,000 employees. My position  
allows me the opportunity to communicate with many different functions such as general managers,  
business office managers and corporate executives daily. My responsibilities are to resolve system  
errors and improve the compute operations experience for creating financial, legal documents and  
title work. In addition, I work with CDK project managers and their sales department to implement  
new products. This includes collaborating with the CDK support department for software releases  
and resolving issues. Contributed to successfully setting up and deploying the software system for a  
new dealership. Led a new CDK software product for all 21 dealerships to effectively cleanse  
databases, reduce storage from unnecessary data and publish reports. Also led a new scanning  
process called Express Scan for digital storage and archiving for the 21 dealers. Furthermore, I  
provide general technical support for printers and scanners. ASSISTANT RECON MANAGER  
EARNHARDT FORD October 2016 to November 2017 Due to my excellent customer service and  
continuous employment at Earnhardt Ford, I was promoted to Assistant Recon Manager. My  
responsibilities included creating estimates for the reconditioning of used vehicles traded in for  
resale, certification and new car deliveries. Received recognition for highest number of work orders  
created for vehicles in a timely manner. Also received recognition for attention to detail in damage  
evaluation. SERVICE ADVISOR, earnhardt ford October 2012 to October 2016 I was a Service  
Advisor for the service department at Earnhardt Ford. This entailed working directly with customers  
to produce a complete vehicle maintenance program and repair plan for their vehicles. Successfully  
trained new advisors in the on boarding process. This entailed how to create new workorders, the  
walk around process, create repair estimates, how to effectively provide excellent customer service,  
and manage priorities. Received recognition for highest number of services sold monthly. Lastly,  
received recognition for the number of workorders I created for vehicles for in a timely manner.

Education Secondary Education of Spanish NORTHERN ARIZONA UNIVERSITY August 2008 to  
May 2009 HIGH SCHOOL DIPLOMA DESERT VISTA HIGH SCHOOL May 2008 Skills Customer  
service, Excel, Powerpoint, Microsoft word, Word, Active Directory, System Administrator, System  
Admin Certifications/Licenses Driver's License

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