

# Geneva Holloway

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Knowledgeable automotive technician with over 1 year of experience diagnosing and repairing domestic and imported cars and trucks. Proven talent for customer service with an outstanding track record for securing repeat custom and word-of-mouth recommendations. Motivated team player with the technical skills and confidence to work independently with minimal direction.

## Education

### Associate of Science in Automotive Technology

Columbus State Community College,  
Columbus, OH  
September 2017-July 2019

## Key Skills

- ◆ Estimating and invoicing
- Teamwork
- ◆ Health and safety
- Manual transmission systems
- Engine performance diagnosis
- ◆ Customer service

## Professional Experience

### Automotive Technician

CarMax, Columbus, OH | July 2019 ■ Present

- Listen actively to customers' concerns and communicate complicated technical information in an understandable way, achieving a 74% repeat custom rate in 2020
- Use computerized diagnostic systems to detect and diagnose mechanical faults with 9996+ accuracy and recommend repair options
- Generate realistic, itemized estimates and create customer invoices, correctly predicting costs in 8996 of cases
- Remain vigilant to potential health and safety hazards and keep the workshop area clean and attractive

### Retail Associate

Schreiner Ace Hardware, Columbus, OH | June 2018-June 2019

- Conducted fact-finding conversations with clients to ascertain their key problems and priorities and suggested effective solutions
- Held responsibility for the organization of stockrooms and safely moved and stacked items weighing up to 50lbs
- Worked collaboratively to meet challenging sales targets under intense time pressure, exceeding goals by 54% in December 2019
- Handled payments and refunds using the point-of-sale system