



# Felix Petzsche

## Profile

Currently enrolled at UNCC full time coding bootcamp, completing full stack web development program.

Experienced automotive service advisor, motivated and hardworking with 5+ years of experience in the industry.

Highly competent communicator, skilled in multitasking and providing and exceptional service experience.

Able to manage diverse projects while maintaining excellent customer communication and providing highest quality standards.

## Employment History

### Promoted to Service Advisor at Eurobahn, Greensboro, NC

March 2016 — Present

- Extensive automotive service experience, coordinating routine vehicle maintenance along with vehicle conversion and restoration projects, including turn-key engine and drive-train conversions, classic vehicle repairs and complex body work.
- Coordinated small teams of technicians and technical staff for projects lasting up to two years in order to meet specific client specifications and vehicle performance requirements. Worked with local, national and international vendors while completing classic vehicle repairs and restorations.
- Experienced in working with overseas vendors to create or restore equipment and vehicle components. Skilled with customer relations and coordinating customer communication to ensure demands are met while considering budget restrains and realistic deadlines. Skilled in remaining calm and courteous during high-pressure situations.
- Proficient with customer relation and communication skills to ensure customer demands are met while considering budget restrains and coordinating realistic deadlines.
- Skilled in communication and negation techniques acquired through extensive international travel and expatriate experience.
- Competent in handling all phone related duties, including answering and transferring calls, along with providing over the phone service estimates and quoting service work.
- Able to communicate with customers via email, text and MMS to provide up-to-date service status, complex service quotes and product support.
- Skilled in remaining calm and courteous during high-pressure situations.
- Ability to work with international customers with German and Arabic language requirements,
- Extensive data management and analysis experience.
- Excellent record keeping and indexing abilities.
- Experienced with all Microsoft office products including PowerPoint, Excel and Access work,
- Capable at using multiple management software applications such as Mitchell, Audatex and CCC.

## Details

Greensboro, 27455, USA, Green Card Holder, 9107239781

[felix1805@gmail.com](mailto:felix1805@gmail.com)

<https://github.com/felix1805>

Date / Place of birth

5/18/1988

Berlin, Germany

Nationality

German

## Links

[LinkedIn](#)

## Languages

German - Native Speaker

English - Native Speaker

Arabic - Working Knowledge

## Technical Skills

HTML

JavaScript & JQuery

CSS frameworks

## Skills

Critical Thinking and Problem Solv

Communication Skills

Effective Time Management

Leadership

Creativity

Ability to Work Under Pressure

Ability to Work in a Team

- Able to identify and translate various German repair manuals, special tool instructions and other required technical literature for customers and technicians at Eurobahn

### **Parts Department Associate at Eurobahn, Greensboro, NC**

March 2015 — March 2016

- Streamlined and re-indexed entire parts department and inventory.
- Created logical index of all available parts, tools and equipment for easy management and access.
- Directed parts procurement and established meaningful wholesale connections to facility competitive pricing and profit margins.
- Coordinated local and regional parts pickups to ensure just-in-time delivery of needed repair and service components.
- Drove parts delivery vehicle throughout NC triad region to pickup and deliver parts for same-day repairs at Eurobahn.
- Managed and repaired office computer hardware and software issues, including new hardware selection, software installation and maintenance along with network and security related repairs.
- Worked with company shuttle service to pickup and drop off customers throughout the day. Good ability to communicate and provide small talk on intelligent and thoughtful subjects.
- Completed various required and available safety training and maintained all needed standards for safe handling of equipment, supplies and materials at Eurobahn.

Fast Learner

Customer Service

Management Software

Adaptability

Microsoft Office

IT Skills

Automotive Technology

Computer Software

Data Analysis

International Business

International Relations

Data Entry

Computer Networking

Computer Hardware

## **Internships**

### **Metal Working Internship at Karlsruhe Institute of Technology, Karlsruhe**

September 2007 — February 2008

- Completed a metal working and fabrication internship as part of a material science engineering course.
- Gained in-depth knowledge of metallurgic compositions, fabrication and surface treatment techniques.
- Worked with automated and traditional milling, lathe, drilling and cutting equipment.
- Completed final project by building a truck model using original Mercedes Benz blue print for construction.

### **International Sales at KSB, Tripoli, Libya**

August 2007 — September 2007

- International sales of pumps, valves and services.
- Coordinated a sales trip to Libyan desert to work together with an irrigation and deep well facility.
- Oversaw indexing of 75 deep well pumps along with sales contract for new pumps through KSB Tripoli.
- Worked together with company engineers along with a management team to complete a detailed sales and condition report of pumps and wells present at facility.

## **Education**

### **Full Stack Web Development Bootcamp, University of North Carolina Charlotte**

February — May 2022

## Completed Projects:

### National Park Weather Project:

<https://felix1805.github.io/State-Park-Weather/>

First completed group project. Designed using HTML, JavaScript and custom CSS framework to display a list of National US parks by state with relevant weather information listed for each park.

### Password Generator:

<https://felix1805.github.io/password-generator/>

A password generator designed using JavaScript to generate a random password of up to 128 characters.

### Workday Calendar:

<https://felix1805.github.io/Workday-Calendar/>

This workday calendar was developed using a combination of JavaScript and html, it utilizes a user's local storage system to keep track of previously listed events.

## Bachelor of Science, University of North Carolina, Greensboro

January 2009 — December 2013

- Bachelor of Science program in International Business
- Minor in Economics with a concentration in Management

## High School Diploma, Canadian International School of Egypt, Cairo

August 2003 — June 2006

## References

References available upon request