John Clancy

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# SKILLS

Highly skilled and dependable with hands-on experience and excellent training to perform diagnostics, service, and repairs on automobiles and trucks. Proficient in problem solving complex auto repair issues while consistently delivering quality service. Superior customer service skills and attention to detail. Certificates in Auto Front-End & Brake Service and Transmission Specialist. Can use Snap-On catalogs efficiently, currently using a DMS system. Know how to use OEC for Collision Link, D2D Express, Repair Link, and AutoMate. Efficient in Microsoft office applications.

# **EXPERIENCE**

**World Car Kia North and New Braunfels, Tx-** *Parts Counter*

JULY 2020- JULY 2021

* Efficiently sell parts to customers.
* Responsible for selling, receiving, and delivery of parts.
* Assist in maintaining the front and back counter.
* Meet monthly sales goals.
* Increased sales to the department.
* Accurately helped customers over the phone.
* Created spreadsheets to help maintain inventory.
* Created spreadsheets to help with special orders.

## Gunn Buick & GMC, Selma, TX *- Parts Counter*

MAY 2017 - MARCH 2020

AUGUST 2021-Current

* Efficiently sell parts to customers.
* Responsible for selling, receiving, and delivery of parts.
* Assist in maintaining the front and back counter.
* Meet monthly sales goals.
* Worked with body shops to ensure proper parts.
* Ran an online store. (gmpartssa.com)
* Increased sales to the department.

## Gunn Buick & GMC, Selma, TX *- Technician*

MAY 2015 - MAY 2017

* Accurately diagnosed vehicle concerns.
* Performed various automotive repair and maintenance tasks.
* Efficiently provided service managers with detailed reports of vehicle status.
* Assisted senior technicians with various repairs on occasion.

## Target, San Antonio, TX *- Instocks Team Member*

AUGUST 2013 - MAY 2015

* Successfully kept accurate counts of merchandise within the store.
* Provided customer service by assisting with consumer decisions.
* Contributed to the overall success of store sales and promotions.
* Assisted with weekly ads and positive store image to ensure sales.

**EDUCATION**

## St. Philip’s College, San Antonio, TX *- Associate of Applied Science - GM Automotive Service Education Program*

AUGUST 2014 - MAY 2016

## Churchhill High School, San Antonio, TX *- High School Diploma*

## AUGUST 2005 - JUNE 2009

**References available upon request**