

MONICA WILLIAMS

PROFILE

Motivated and customer service-oriented individual with 4 years of work experience in luxury dealerships and restaurant environments. Comfortable in high-pressure situations and driven to expand my skills. Currently studying software development. Passionate about photography, art, technology, and new opportunities.



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EXPERIENCE

Service Drive Supervisor

Champion Porsche • Sept 2022 – Oct 2023

- Greet and guide customers using the ERA-IGNITE appointment system
- Train and manage porters ensuring they maintain professionalism and time efficiency
- Quickly solve customer concerns and other challenges on the service drive
- Check in loaner vehicles by inspecting for damages and documenting information

Lot Porter

BMW of Fort Lauderdale • Aug 2021 – Sept 2022

- Transport and handle all cars responsibly to ensure damage prevention
- Organize cars in the dealership showroom and lot in accordance with dealership display standards
- Driving off-site to fill up cars with gas for pre-delivery to ensure customer satisfaction
- Assist customers in need of fluid top off's, tire pressure, or key battery replacements

Crew Member / Delivery Driver

Jimmy John's • Aug 2019 – March 2022

- Take customer orders and work as a team to provide customers with a quick experience
- Prepare and deliver sandwiches in a timely manner
- Follow store opening and closing cleaning procedures

EDUCATION

Northeast High School

2016-2020

LANGUAGES

English – Native

Spanish – Intermediate

SKILLS

- Attention to Detail
- Customer Service
- Leadership
- Organization
- Programming
- Problem-Solving
- Microsoft Office