

# STEVEN FERREIRA

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## Professional Summary

Confident and highly organized individual with more than 7 years working as a Service Advisor in the automotive industry. Experienced in ADP/ CDK and Reynolds & Reynolds. Knowledgeable of multiple vehicle manufacturers including Toyota, Nissan, and FCA. Capable of multi-tasking and ready for new and exciting challenges.

## Skills

- Account management
- Technical support
- Client rapport
- Staff education and training
- Reporting and documentation
- Complaint resolution
- Knowledgeable in ADP and Reynolds & Reynolds
- Route dispatch

## Work History

**Service Advisor, 10/2019 to Current**

**Rick Hendrick Chrysler Dodge Jeep Ram of Duluth – Duluth, GA**

- Pleasantly greeted customers and asked open-ended questions to better determine needs
- Suggested add-on services that would be helpful to customers and improve bottom line
- Handled customer issues with confidence, using proficient customer service to provide effective resolution
- Researched complex problems and resolved issues using automotive knowledge and industry experience

**Service Advisor, 08/2013 to 10/2019**

**Autonation Toyota Scion Mall Of Georgia – Buford, GA**

- Suggested add-on services that would be helpful to customers and improve bottom line
- Researched complex problems and resolved issues using automotive knowledge and industry experience
- Pleasantly greeted customers and asked open-ended questions to better determine needs
- Handled customer issues with confidence, using proficient customer service to provide effective resolution

**Service Advisor, 09/2017 to 01/2019**

**Beaver Toyota of Cumming – Cumming, GA**

- Handled customer issues with confidence, using proficient customer service to provide effective resolution
- Capitalized on multiple upsell opportunities with new and potential customers, resulting in 40% increase in revenues
- Pleasantly greeted customers and asked open-ended questions to better determine needs
- Suggested add-on services that would be helpful to customers and improve bottom line

## **Education**

**Bachelor of Applied Science in Information Technology: Management Information Systems, Expected in 05/2021**

**Georgia Institute of Technology - Atlanta, GA**