

Christopher Williams

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Professional Summary

Motivated Sales/Service management professional proficient in solving complex issues while consistently delivering quality service. Skilled in handling customer account inquiries and quotes, accurately providing information/solutions to ensure resolution of product/service concerns and customer satisfaction. Ongoing collaboration with senior leadership and peers to create and implement better working practices to consistently achieve customer retention goals and expand customer install base (retail and B2B), developing new accounts, and maximizing ROI.

Skills

- Skilled at multiple Web Based Applications, DMS, and CRM applications
- Self-reliant to maintain productivity
- Superior customer service and sales track record
- Time management and efficient organization

Work History

Service Advisor November 2023 – March 2024: Ron Tonkin Mazda, Portland OR 97233

- Providing a high level of customer service and achieving a higher than national average CSI score
- Accurately depict client concerns at time of write up and provide cost estimate, time estimate, and advise on condition of vehicle
- Maintaining good communication with all customers and employees through multiple DMS and web-based systems such as CDK, TCC, Tech Check, TruVideo etc.
- Working with management on current projects to aid in an efficient operation from open to close

Service Advisor September 2022 – November 2023: Mazda of Gladstone, Gladstone OR 97027

- Managed service department effectively using multiple tools such as CRM, DMS, and Web based applications to maximize and organize workflow allowing for a higher MoM ROI.
- Employed excellent customer satisfaction methods to ensure clients feel valued during all points of the service to help build rapport and client retention.
- Organized all paperwork and tools daily to ensure job is performed professionally, correctly, and efficiently for all services advisors to obtain a daily goal as a team.
- Facilitated all aspects of the check-in process to ensure accurate and correct information is noted as a medium between the client and technician.
- Worked with all departments at the dealership to ensure all needs of internal employees are met and corrected if needed.
- Provided all information back between technician to client with all notes, recommendations, and updates as needed.
- Achieved seamless shop flow to ensure highest customer satisfaction is achieved during service and raise sold items per repair order as a result.
- Achieved most months highest GP projections with highest GP per repair order average consistently month over month.

Service Advisor October 2021 – September 2022 AirStream Adventures Portland Clackamas OR 97015

- Accurately depicted guest concern on work order to allow proper information for all internal employees.
- Provide all information pertaining to guest requested service including, but not limited to, processes, timing, cost, recalls, and any related recommendations at time of check in.
- Collaborated with parts team, tech team, and detail team to ensure efficient workflow and achieve promised go time to guest.
- Worked with tech team to confirm all findings during cause and correction to communicate with guest and recommend all corrections to guest concern.
- Provided guest with timely and accurate update during all points during service.
- Ensured all completed invoices are reviewed with guest at check out and cashier process was performed accurately.
- Achieved quarter two second in top sales for service advisor out of all stores within company.

Service Advisor February 2020 – October 2021 For Any Auto, RAM LLC – Mazda of Roseville, Roseville CA 95661

- Prepare a written/verbal quote for all parts and labor needed based on analysis of work required to service or repair the vehicle.
- Maintain relationships with all internal and external customers and business partners to maximize customer service.
- Trained and assisted in all managerial duties.
- Assisted in commissioning/billing/business/compliance analyst duties with upper management.
- Led department in achieving over 90% average Customer Service Index (CSI) rating MoM
- Provide clarification on all current and new technologies when implemented per the manufacturer.
- Managed incoming and outgoing costs per repair order and invoice.
- Inspected for possible recommendations at check in and beginning of service to assure length of time required for necessary repairs and or service.
- Maintained a professional appearance to comply with company guidelines

Service Advisor August 2017 – February 2020 AutoNation Mazda, Subaru, and Honda, Roseville, CA 95661

- Detailed analysis provided to customers addressing a step-by-step process with breakdown of total cost via the phone/text, and/or email.
- Resolved and completed all billing invoices to clients and B2B vendors.
- Managed cash balances and payment with customers or secured via manufacturer's warranty and or third-party warranty repair orders.
- Managed time to meet or exceed all objectives and to complete all work assigned in an efficient and timely manner.
- Maintained retention of customers while providing the best service possible maximizing customer retention.
- Maintained a consistent record of sales to further advancement and corporate growth.