

JOHN DOE

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SERVICE MANAGER

Summary: Highly skilled and results-driven professional with outstanding leadership and communication skills and proven ability to maintain optimal levels of performance and productivity. Exceptional track record ensuring quality vehicle services and repairs, writing estimates, and remaining in compliance with all safety regulations. Effective multi-tasker who thrives in busy, fast-paced environments.

Additional background in automotive sales and finance roles with expertise in all facets of dealership operations. Talent for achieving customer satisfaction, streamlining workflow, and quickly resolving problems. Proficient user of ADP and DealerBuilt Dealer Management System (DMS) with experience in system implementation, user training, and technical troubleshooting.

Strengths Include:

- Revenue Growth
 - Inventory Control
 - Staff Management
 - Client Relations
 - Repair Supervision
 - Estimating
 - QA/QC
 - Business Development
 - P&L Analysis
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PROFESSIONAL EXPERIENCE

ABC Company • City, State
Automotive Service Advisor

2011–Present

Joined team at region's #1 service department completing 120 repair orders per day with 6 Service Advisors and 30 Technicians on staff. Oversee maintenance and repair projects throughout entire process, conducting estimates, providing information to customers, and recommending additional products/services as appropriate. Hold full responsibility for promptly handling client issues and ensuring full satisfaction.

- Played critical role in turning around struggling service department that was underperforming in key areas of profitability and customer satisfaction index (CSI); contributed to increase in net profit from \$10K to \$100K per month and significant improvement in CSI scores, leading to designation as Platinum Subaru Dealer.
- Went from new Service Advisor to top performer in 12 months, generating nearly \$1M in sales, maintaining \$100 per repair order average (compared to dealer group average of \$45 per repair order), and achieving CSI scores of 90%+ for all lines (Subaru, Mazda, Hyundai, and Ford).
- Captured and serve as primary contact for several major fleet accounts including 123 Company and ABC, Inc. that have raised profits substantially.
- Partner with Exotic Line Technician to supply excellent service for customers with BMW, Mercedes, Ferrari, and Porsche vehicles as well as vintage/classic cars.
- Participate in test programs as member of Ford pilot dealership, assessing effectiveness of promotions to drive sales and elevate customer satisfaction.
- Receive high marks from Service Manager and Assistant Service Manager on annual reviews for exceeding expectations and continuously elevating profitability numbers and CSI rating.

ABC Company • City, State
Service & Parts Trainer for DMS

2009–2011

Hired based on previous background in the automotive industry to assist in installing software and instructing dealership personnel on its use and capabilities. Facilitated training for parts and service employees and provided ongoing technical assistance. Managed customer support team and served as liaison with development and client notification teams, controlling flow of tickets to ensure efficient resolution of customer issues. Formulated schedules for QA team for product development deadlines and software updates.

- Delivered valued guidance to clients, advising their fixed operations departments on how to utilize software and boost efficiency.

ABC Company • City, State

2001–2008

Used Car Sales Manager, Finance Manager, Special Finance Manager/Sales Consultant

Progressed through series of positions with increasing responsibilities based on exemplary performance and proven leadership abilities for local dealership specializing in new and used car sales. Evaluated current used vehicle market, managed inventory, and performed financial statement and cost analysis. Compiled credit information from customers and worked directly with lenders to provide affordable financing and leasing options.

- Created special finance department to maximize dealership's sales potential and profitability; generated 50% repeat and referral business within 2 years after department establishment.
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EDUCATION & PROFESSIONAL DEVELOPMENT

BA in Business Management/Accounting, State University, City, State

AA in Business Management, State University, City, State

Gold Certified Hyundai Motor Company Service Advisor

Completed Service Advisor Certification requirements for Ford Motor Company and Subaru