

# John Doe

123 Main Street  
City, State 11111

Mobile: 555-555-5555

Email: email@email.com

---

## **Overview**

Seeking Service Advisor position in Baton Rouge, LA area

## **Experience**

- Proven track record as a top Service Advisor. Consistent top numbers in sales and guest satisfaction. Constant thirst for new ideas in sales and guest satisfaction. First year in service industry generating just under one million dollars in sales for parts and service. Incredibly interested in current and long term sales numbers and goals and achieving those goals.
- Proven track record with the automotive industry with 10 + years' experience and success in new car sales, special finance, and finance and used car management.
- Found myself tremendous success by helping people get what they wanted rather than selling them something. Recognized several times for salesman of the month and lead the industry average in volume and gross profit in both new and used vehicle sales. I averaged 18 cars per month with a solid customer base.
- Transferred into the position of Special Finance Manager and created the department to utilize dealership sales potential and gross profit. Was responsible for contacting the customer through lead generation sources and fresh ups or turns from the new car department. After two years in the industry 50% of my clientele was repeat and referral business.
- Transferred to the Finance Department where I was responsible for securing every deal, collecting money, gathering customer credit information, working with lending companies to provide affordable financing and lease options. Also responsible for selling finance products and funding the deal.
- Extensive research and experience in the field of buying and selling used vehicles. Utilizing contacts within the industry specialty franchises and independents to large auctions across the Midwest and southern states.
- Extremely fast learner and self-directed problem solver with a demonstrated ability to organize and prioritize. A strong eye and awareness for detail and willingness to make it happen. Strong analytical skills and ability to make decision based on data, research and experience.

## **Education**

- Graduate of State University – BA Management/Accounting
- State University – Associates Degree

## Professional Experience

### **ABC Company** (Nov 2011 – Present)

**Service Advisor:** Expert problem solver who sorts through complex issues and conducts comparative analysis of multiple solutions. Technical ability to accurately estimate difficult and deep projects. Promotes excellence by providing superior service to each guest. Exceptional work ethic. Uses time productively, maximizes efficiency and meets challenging work goals. Dedicated to exceeding quality standards and providing products and services of the highest caliber. Demonstrates expert knowledge of the competitive market. Uses rigorous logic and methods to solve difficult problems and effective solutions. Probes all fruitful sources for answers with the ability to see possible hidden problems.

### **ABC Company** City, State (Jan 2009 – Oct 2011)

**Program Manager:** Direct the flow of traffic for client support tickers between support team, development team and client notification team. Created and built workable platforms between all teams for support ticket flow and maximum efficiency in the ticket turn and critical process regarding client satisfaction. Develop schedules and flow of Quality Assurance team for product development deadlines and client software updates.

**Parts/Service Department Trainer:** Assist clients in their fixed operations department how to utilize our software and make their processes more efficient so their individual departments could unitize efficiency and gross profit. Assist clients with DMS issues and work towards timely resolutions.

### **ABC Company:** City, State (Nov 2001 – Oct 2008)

**Used Car Sales Manager:** Responsible for analyzing the current used vehicle market, buyer/wholesale, financial statement analysis, inventory cost analysis and turn, profit/loss statements, gross maximization, loss prevention.

**Finance Manager:** Responsible for securing every deal, collecting money, gathering customer credit information, working with lending companies to provide affordable financing and lease options.

**Special Finance Manager/Sales Consultant:** Created the department to utilize dealership sales potential and gross profit. Responsible for contacting the customer through lead generation sources and fresh ups or turns from the new car department. After two years in the industry 50% of my clientele was repeat and referral business.