
Automotive Service Manager Resume

Job Objective

To obtain a position as Automotive Service Manager with your company so that I can act on the skills and experience I have obtained in past positions.

Highlights of Qualifications:

- Admirable experience in managing luxury cars in an automotive industry
 - Deep knowledge of vehicle operations
 - Exceptional knowledge of resolving automotive problems
 - Immense ability to ensure customer satisfaction and profitability in business
 - Outstanding ability to adapt to changes
 - Good communication skills in both oral and written forms
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Professional Experience:

Automotive Service Manager
Firestone Complete Auto Care, Charleston, WV
October 2008 – Present

- Ensured maintenance of good ethical standards in everyday activities.
- Maintained all vehicles and made necessary repairs to same.
- Monitored all warranty claims and initiated processes according to requirement.
- Developed a team and trained it according to requirement to facilitate sales.
- Coordinated with various personnel and ensured customer satisfaction.
- Scheduled all activities in assistance with service personnel.
- Reviewed employee performance on a regular basis and ensured customer satisfaction.
- Managed and monitored work flow in shop.

Automotive Service Technician
Group 1 Automotive, Charleston, WV
August 2003 – September 2008

- Inspected all customer vehicles and identified needs of its maintenance and repair.
- Monitored repair work and mentioned necessary specifications for components.
- Assisted customers in explaining repairs to layman in non technical terms.
- Maintained knowledge on all new technical information and participated in various training programs.
- Ensured a neat and organized bay at all times.
- Administered all work in accordance to Federal, state and local laws.

Automotive Service Advisor
AAMCO Transmissions inc, Charleston, WV
May 1998 – July 2003

- Greeted all customers politely and scheduled all appointments.
 - Coordinated with customers and technicians and interpreted service history to determine repair required.
 - Assisted customers in providing estimate of vehicle repair and replacement.
 - Prepared repair and service order for customers and maintained all necessary knowledge.
 - Ensured customer satisfaction at all times and performed regular surveys for same.
 - Maintained good relations with customers.
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Education:

Bachelor's Degree in General Business
McHenry County College, Crystal Lake, IL

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