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# Robert Smith

Service Advisor I

## PERSONAL STATEMENT

Strong Service Advisor I who is committed to professional excellence and has superior customer relations abilities which translate to high customer service survey results. Very loyal and honest professional who is dedicated to business integrity and respect looking for a company which has the same values. Excellent public relations and marketer who operates in an entrepreneurial manner and takes full responsibility for projects from start to finish.

## WORK EXPERIENCE

**Service Advisor I**  
**McCarthy Auto Group - July 2007 - Present**

- Responsibilities:
- Serving the automobile clients in an educational role regarding repairs, processes, and timeline of repairs.
  - Effective communicator with technicians and auto part vendors for consistent repairs and inventory.
  - Managing constant movement in the department with phone calls, walk-in customers, scheduled customers, and emergency vehicle repairs.
  - Highly experienced in dealing with peak season rushes when extreme heat and cold weather occurs.
  - Preparing work orders for needed repairs showing times, cost and labor estimates for service.
  - Helping identify mechanical problems by questioning the customer, performing visual inspection or walk around.
  - Organizing the workflow schedules for technicians and processing the required paperwork.

**Service Advisor**  
**ABC Corp - July 2004 - July 2007**

- Responsibilities:
- Responsible for greeting clients and visitors, to ensure an outstanding experience.
  - Meets end close including creating invoices, receiving payments, and issuing purchase orders.
  - Responsible for sending daily repair logs to all local fleets, twice a day.
  - In charge of long term repairs - extensive engine and transmission rebuilds.
  - Prepared up to 60 concurrent customer repair orders and manage to completion.
  - Interacted with 35+ clients on a daily basis, with an average effective labor rate of 1.5 hours.
  - Provided excellent customer service while assisting customers to arrange required repairs or maintenance on their vehicles with a cheerful and helpful attitude.

## CONTACT DETAILS

1737 Marshville Road,  
Alabama  
1223-456-7899  
info@wikiresume.com  
www.wikiresume.com

## SKILLS

Customer Service, Public Relations, Marketing, Facilities Management, Estimator, Maintenance, Retail, Retail Marketing, Sales, Sales Experience

## LANGUAGES

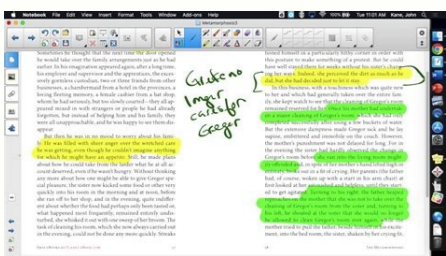
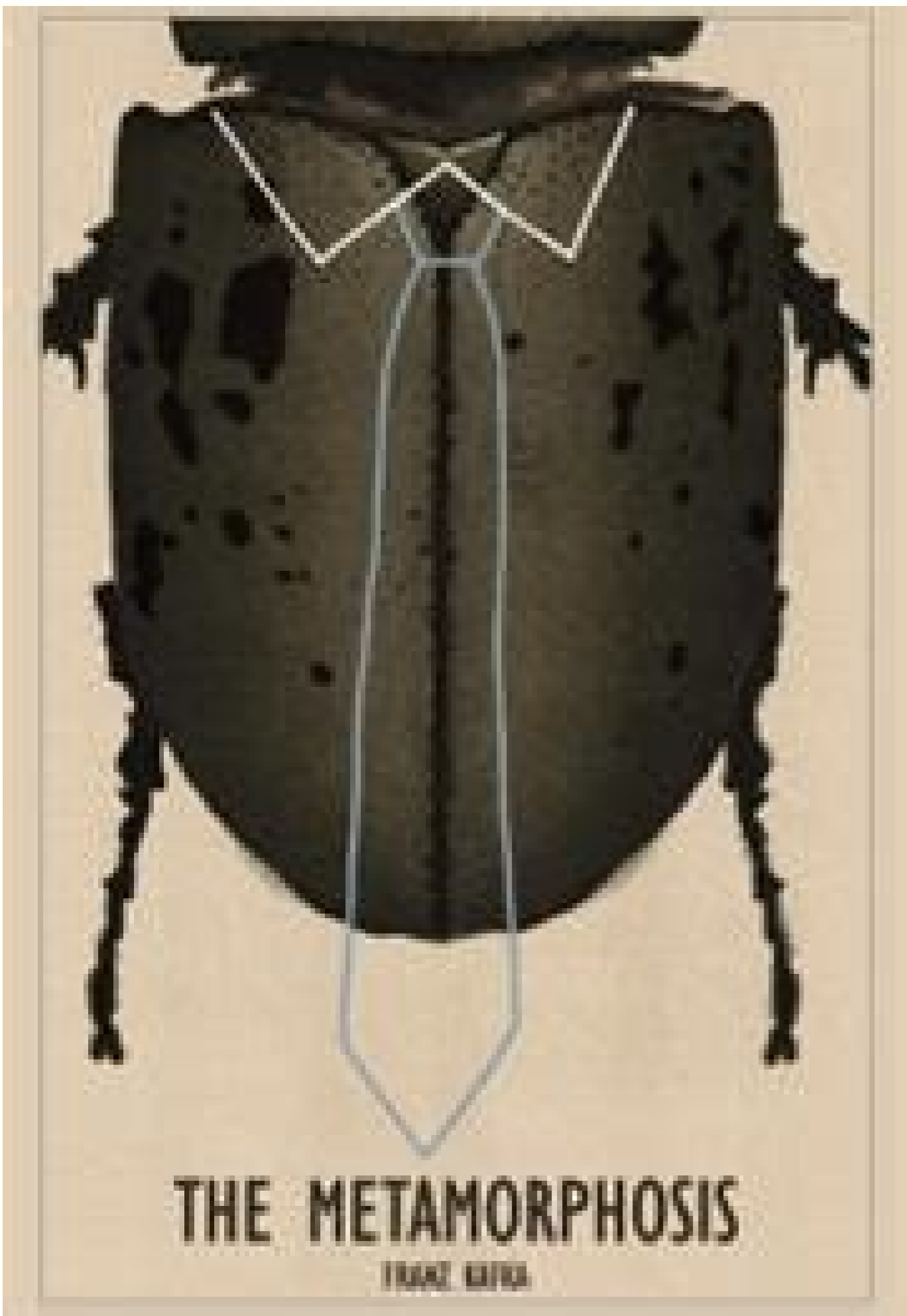
English (Native)  
French (Professional)  
Spanish (Professional)

## INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

## REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)







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