
Automotive Service Advisor Resume

Job Objective

To obtain a position as an Automotive Service Advisor with growing organization where there is room for advancement within the field.

Highlights of Qualifications:

- Remarkable experience in explaining the service needs of each client's vehicle
 - In-depth knowledge of automobile systems and repair procedures
 - Ability to sell additional services according to dealership standards
 - Ability to review individual client needs and to ask for the sale
 - Excellent presentation and telephone skills
 - Strong communication and organizational skills
 - Proven negotiation, sales and closing skills
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Professional Experience:

Automotive Service Advisor, August 2005 – Present
AutoNation, Portland, WA

- Recruited and supervised the service technicians for their team and monitored their performance in servicing customers.
- Provided training on administrative policies and procedures for their team.
- Encouraged technicians to keep their skills up-to-date through periodic technical training on new systems.
- Maintained Customer Service Index (CSI) rating by resolving customer complaints as per dealership policy.

Automotive Service Advisor, May 2000 – July 2005
Stevens Ford, Portland, WA

- Negotiated the cost of repairs to develop fleet pricing when necessary.
 - Verified the need for and authorized mechanical repairs as necessary to maintain driver safety and vehicle reliability.
 - Interacted with the co-workers, team members, management, clients and others in a professional manner.
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Education:

High School Diploma, Bristol Central High School, Bristol, CT

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