Automotive Service Consultant Resume

Job Objective

Seeking an Automotive Service Consultant position in an environment where I can utilize my experience and my knowledge to add value to an organization.

Work Experience:

Automotive Service Consultant, August 2005 – Present ART MOEHN CHEVROLET-HONDA, Derby, CT

- Interacted with service customers to analyze the nature of the mechanical problems.
- Scheduled and organized appointments using dealership approved forms.
- Utilized maintenance menu to maintain a daily log of repair orders written, status and carryovers.
- Delivered vehicles to customers and answered questions, reviewed work preformed and explained charges and coverage.

Automotive Service Consultant, May 2000 – July 2005 2348-Maroone Cadillac, Derby, CT

- Clarified description of problems, conducted inspections and took test drives.
- Developed and prepared estimates by costing materials, supplies, and labor.
- Calculated customer's payment and deductibles.
- Prepared documents on repair orders.
- Obtained approval signatures and entered RO into service database system.
- Participated in educational programs.

Summary of Qualifications:

- ASE Certified with remarkable experience as Automotive Service Consultant
- · Profound ability to drive manual transmission vehicles
- · Familiarity with automotive & truck systems and technical resources
- · Ability to read and comprehend instructions and information
- · Ability to drive manual transmission vehicles
- Excellent written and verbal communication skills
- Strong customer service skills
- Possess valid driver's license

Education:

High School Diploma, Great Plains Luth High School, Watertown, SD

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