
Automotive Service Director Resume

Job Objective

Position as Automotive Service Director where my experience will add value to operations within the organization.

Summary of Qualifications:

- Remarkable supervisory experience in an auto repair facility
 - Sound knowledge of overall automobile operations, management and wholesale relations
 - Thorough knowledge and interest in the automotive industry
 - In-depth knowledge of all automobile finance and insurance products
 - Familiarity with manufacturer warranty, mandatory reporting, and policy procedures
 - Proficient with econometric software package, dealership computer systems and Microsoft Office Suite
 - Excellent verbal and written communication and interpersonal skills
 - Strong customer service skills
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Work Experience:

Automotive Service Director, August 2005 – Present
Sonic Automotive, Inc., Durham, NC

- Recruited and supervised Service Dept-and overseeing Body Shop and monitored their performance in servicing customers.
- Provided training on administrative policies and procedures for all department personnel.
- Encouraged technicians to keep their skills up-to-date through periodic technical training on new systems and components offered by the automotive manufacturers.
- Stayed current on manufacturer warranty and policy procedures when served as a liaison with the factory representatives.
- Maintained the good Customer Service Index (CSI) rating from customers by managing customer complaints immediately and complying to dealership policy.

Automotive Service Director, May 2000 – July 2005
MileOne Automotive, Durham, NC

- Assisted subsidiary service and sales personnel as required.
 - Documented employee behavior that resulted as annihilation.
 - Communicated to management regarding uprightness of the dealership.
 - Collaborated with the parts department as appropriate to ensure proper stocking of high use parts.
 - Ensured that safety standards were followed by service department personnel.
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Education:

Bachelor's Degree in Automobile Engineering, Carl Albert State College, Poteau, OK

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