
Service Advisor Resume

Job Objective

Seeking a position as a Service Advisor in a highly established organization that will further boost my career in the industry today.

Highlights of Qualifications:

- Strong accomplished experience in automotive systems and maintenance services
 - Good knowledge of managing customers while following company procedures
 - Proficient in MS Office suite
 - Ability to interpret instructions and information
 - Ability to drive manual transmission vehicles
 - Ability to provide service at customer locations
 - Strong project management and organizational skills
 - Excellent communication and interpersonal skills
 - Outstanding ability to organize and complete work within deadlines
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Professional Experience:

Service Advisor, August 2005 – Present
Sonic Automotive, Acton, MA

- Provided written cost estimate for service parts.
- Maintained Customer Satisfaction Index rating comparable to that of the manufacturer, zone.
- Advised customers on maintaining vehicles as prescribed in manufacturers' specifications.
- Ensured maintenance of dealership standards.
- Followed all company safety policies and procedures and reported accidents.
- Advised customers of parts ordered and made appointment for installation.

Service Advisor, May 2000 – July 2005
AutoNation, Acton, MA

- Obtained customer and vehicle data.
 - Test drove the vehicle and handled customer's inquiries.
 - Advised customers on maintenance of cars.
 - Managed customer complaints.
 - Interpreted warranty information and policies to customers.
 - Adhered to all company policies, procedures and safety standards.
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Education:

High School Diploma, Del Oro High School, Loomis, CA

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