
Service Consultant Resume

Job Objective

To obtain a Service Consultant position that will promote growth, stability and opportunity for advancement.

Areas of Excellence:

- Remarkable customer service experience
 - Proficient with MS Word, Excel, PowerPoint, Access
 - Ability to communicate and simplify complex technical concepts in person and phone
 - Ability to write routine reports and correspondence
 - Excellent organization and communication skills
 - Superior telephone and customer service skills
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Professional Experience:

Service Consultant

Britannica, Alton, TX, August 2005 – Present

- Fixed service appointments and greeted guests.
- Maintained customer's vehicle problems.
- Formulated accurate written cost estimate.
- Managed customer signatures on repair order.

Service Consultant

Ping, Inc., Alton, TX, May 2000 – July 2005

- Coordinated with dispatcher of incoming work.
 - Managed progress of repair.
 - Enforced and maintained service marketing program.
 - Evaluated repair orders and maintained service department forms and menus.
 - Interpreted completed work and charges.
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Education:

High School Diploma

Jacksonville High School, Little Rock, AR

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