LIAM ANDERSON

Automotive Service Manager

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PROFESSIONAL SUMMARY

Innovative Automotive Service Manager with a proven ability to enhance service department performance and profitability. Over 8 years of experience in managing service operations, with a focus on customer retention and satisfaction. Successfully implemented a customer feedback. system that increased positive reviews by 50%. Strong analytical skills with a track record of using data to drive decision-making and improve service processes, resulting in increased efficiency and reduced costs.



WORK EXPERIENCE

Automotive Service Manager

Quantum Solutions LLC

- 65 Dec / 2007-Onlecting Phoenia: AZ.
- 1. Directed daily operations of the service department, overseeing a team of 75 employees to ensure efficient workflow and high-quality service delivery.
- 2. Collaborated with ownership to develop strategies that increased service sales and maintained a gross profit margin exceeding 90%.
- 3. Implemented training programs that transformed departmental performance from loss to profitability within one year, achieving consistent gross profit margins above 85%.
- 4. Effectively managed service appointments and staff schedules to optimize productivity and meet customer expectations for timely service.
- 5. Fostered customer loyalty by delivering exceptional service quality and addressing technical issues through effective communication.
- 6. Engaged with customers to provide transparent pricing and service options, enhancing trust and repeat business.
- 7. Promoted preventive maintenance services, educating customers on the importance of regular vehicle upkeep for optimal performance.

Automotive Service Manager

Silver Lake Enterprises

- □ Dec / 2014 Dec / 2017 # Seattle, WA
- Monitored supplier performance to ensure timely delivery of parts and. services within budget constraints.
- 2. Analyzed productivity metrics to identify areas for cost reduction and operational improvement.
- Oversaw administrative functions related to service delivery, ensuring compliance with company policies and procedures.
- 4. Utilized strong sales skills to drive revenue growth through effective customer relations and upselling techniques.

EDUCATION

Associate of Applied Science in Automotive Technology

Portland OR:

Electrical P.

Comprehensive training in automotive systems, diagnostics, and repair techniques.



SKILLS

Automotive Tools Expertise

_____ Inventory Management

Service Management Software

Technical Troubleshooting

Cost Control

Negotiation Skills

- INTERESTS
- Puzzle Solving
- # Home Brewing
- Wildlife Conservation
- Gardening
- STRENGTHS
- Service-oriented
 - Sincerity
- Sterwardship Stability
- LANGUAGES

English **BOTHS**

ACHIEVEMENTS

- Increased service department revenue by 30% within one year through strategic marketing and customer engagement.
- Achieved a customer satisfaction index of 95% by implementing quality control measures and staff training programs.

Universal Technical Institute

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M Tight

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