**Preston DeGuille**

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**Professional Summary**

Professional Automotive Service Advisor who can recruit and train service technicians that have excellent customer service skills. Adept at developing effective training programs, help technicians to meet the individual needs of each client and train sales and customer service professionals to be more effective. Specializes in developing innovative service methods that exceed customer expectations.

**Core Qualifications**

* Excellent negotiating skills
* Comprehensive automotive service training
* Strong sales skills
* Proficient group training skills
* Intimate understanding of customer service
* Able to integrate new computer systems into the service process
* Excellent ability to communicate in person or on the phone
* Expert at up-selling

**Experience**

September 2007 to July 2014 Ray Bradley Dealers-New City land, CA Automotive Service Advisor

* Trained service staff on developing excellent customer service skills.
* Worked with sales staff to enhance their sales skills and work closer with service.
* Created training regimen for service technicians that utilized the latest in online training.

March 2002 to September 2007 Michael Banks Toyota-New City land, CA Automotive Service Advisor

* Worked with marketing department to develop strong service selling promotion.
* Created a set of metrics used to measure technician performance.
* Encouraged teamwork with regular service team building exercises.

August 1998 to March 2002 Sims Auto Repair-New Cityland, CA Automotive Service Advisor

* Played an integral role in hiring new technicians for planned company expansion.
* Put team system in place that broke service technicians down into teams and allowed them to be more efficient.
* Raised customer satisfaction with service by 40 percent in one year.

**Education**

1998 California Technical, New Cityland, CA Associate's Degree, Automotive