**[Customer Service advisor](https://www.postjobfree.com/resume/adzluv/customer-service-advisor-fairfield-ct)**

**Location:**Fairfield, CT

**Posted:**September 10, 2023

**Contact Info:**

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**Resume:**

Professional Experience

7/16 – Present Hoffman Audi, E. Hartford, CT

Service Advisor

Assist customers with repair orders; solve all complaints with customers’ vehicles; assist the Service Manager with ongoing repair issues; perform administrative paperwork for warranties, technicians, factory, etc.

6/13 – 7/16 Jaguar of Great Neck, Great Neck, NY

Assistant Service Manager

Assist customers with repair orders; assist the Service Manager with ongoing repair issues; perform administrative paperwork for warranties, technicians, factory, etc.

12/11 – 6/13 Audi of Fairfield, Fairfield, CT

Service Team Manager/Advisor

Recommended service for imported vehicles; guided technicians through repair orders.

1/11 – 12/11 New Country Mercedes-Benz, Hartford, CT

Salesman

Assisted customers with Mercedes sales; built client base throughout Connecticut and Massachusetts.

7/08 – 1/11 New Haven Parking Authority, New Haven, CT

Facility Manager

Managed operations of Parking Authority garages including Union Train Station; collected and tallied revenue from garage cashiers; solved problems that occurred at all NHPA facilities; supervised maintenance, security and cashier staff.

12/00 – 7/08 Mobile Shine, Guilford, CT

Owner/Operator

Offered fleet truck & boat washing service from mobile unit; Clients included WTNH TV, WFSB TV, MacKenzie Machine Shop, Gateway Terminal, Tropicana, U.S. Postal Service, Cintas Uniforms & Thimble Island Marine.

1/00-12/00 Shoplink.com, Stratford, CT (Company went out of business)

Customer Service Supervisor

Worked to solve customers’ questions/problems on internet grocery orders; Managed night staff of customer service representatives.

Transportation Supervisor (promoted to this position)

Supervised delivery specialists; planned daily delivery routing; expedited daily deliveries; utilized strong team-building skills; extensive online work.

9/97-12/99 Porsche-Audi of Fairfield/Continental Motors, Fairfield, CT

Service Advisor

Recommended service for imported vehicles; guided technicians through repair orders;

Accomplishment

Earned top service award for exceptional customer service from Audi/Volkswagen.

9/87-9/97 Brandfon Motors, Honda, New Haven, CT

Service Advisor, January 1996 – September 1997

Recommended service for customers’ vehicles; top service award for dealership.

Accomplishments

\*Cited with customer service award from American Honda Motor Co.

for outstanding customer relations based on criteria from customer surveys.

Salesman, September 1991-January 1996

Assisted customers with Honda sales; top sales volume in dealership.

Accomplishments

\*Awarded Silver and Gold recognition for outstanding salesmanship and customer satisfaction.

Porsche Parts Salesman, September 1987-September 1991

Executed parts sales; checked inventory; ordered parts; customer service.

ADDITIONAL PROJECT

April 2005 VNN/TOPOFF 3, U.S. Department of Homeland Security

Production Assistant for national biodefense training exercise

EDUCATION Gateway Community College, New Haven, CT

Completed classes in business administration.

OTHER Volunteer, Yale-New Haven Hospital, winter driver, 1997-2011.

Award: Business Times New Haven, Under Forty Business Award

Enjoy a challenge.