

Modest Duque

Automotive Service Advisor

✉ modest.duque@gmail.com

☎ (941) 268-1246

📍 123 Maple Street, Concord,
NH 03301

Education

**Associate of Applied Science
in Automotive Service
Management at Lakes Region
Community College, Laconia,
NH**

Aug 2018 - May 2022

Relevant Coursework:
Automotive Systems, Engine
Performance, Brake and
Suspension Systems, Electrical
and Electronic Systems,
Automotive Service Operations,
Service Management,
Automotive HVAC, Advanced
Diagnostics, and Customer
Relations.

Links

[linkedin.com/in/modestduque](https://www.linkedin.com/in/modestduque)

Skills

Troubleshooting

Diagnostics

Customer relations

Time management

Warranty processing

Inventory control

Upselling

Languages

English

Profile

Dedicated Automotive Service Advisor with 1 year of experience delivering exceptional customer service in fast-paced automotive settings. Demonstrates strong knowledge of vehicle diagnostics and repair prioritization. Adept at fostering long-lasting relationships with clients, recommending appropriate maintenance services, and effectively upselling parts and services. Excellent communication and problem-solving skills, with a commitment to driving customer satisfaction and loyalty.

Employment History

Automotive Service Advisor at Girard's Auto Service, NH

Apr 2023 - Present

- Successfully increased overall customer satisfaction rating by 20% within the first year of employment by implementing effective communication strategies and streamlining appointment scheduling processes at Girard's Auto Service, NH.
- Achieved a 15% growth in annual revenue by upselling additional services and promoting maintenance packages to customers, resulting in an increase of \$200,000 in sales for Girard's Auto Service, NH during the second year of employment.
- Reduced average vehicle service time by 25% through coordination with technicians and optimizing workflow, leading to improved customer experience and a 10% increase in repeat business for Girard's Auto Service, NH in the third year.
- Implemented a new inventory management system that reduced excess stock by 30% and increased parts availability by 40%, contributing to a more efficient service process and a 5% reduction in operating costs at Girard's Auto Service, NH during the fourth year.

Junior Automotive Service Advisor at Grappone Automotive Group, NH

Aug 2022 - Mar 2023

- Successfully upsold maintenance services, resulting in a 15% increase in monthly revenue for the service department.
- Streamlined the appointment scheduling process, reducing customer wait times by 20% and increasing overall customer satisfaction ratings by 10%.
- Developed and implemented a comprehensive training program for new hires, reducing onboarding time by 30% and improving overall team efficiency.

Certificates

Automotive Service Excellence (ASE) Certified Advisor

Oct 2021

Fixed Operations Specialist Certification

Jan 2020