


# Thelma Vacirca

## Automotive Service Manager

Results-driven Automotive Service Manager with 5 years of experience in leading high-performing service teams. Proven track record in maximizing customer satisfaction, streamlining operations, and driving revenue growth. Adept at implementing cost-saving strategies, cultivating strong client relationships, and fostering a culture of continuous improvement. Committed to maintaining the highest quality standards while ensuring a safe and productive work environment.

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123 Cherry Lane, Pittsburgh, PA   
15212

### Education

**Associate of Applied  
Science in Automotive  
Service Management at  
Pennsylvania College of  
Technology, Williamsport,  
PA**

Aug 2014 - May 2018

Relevant Coursework:  
Automotive Systems, Service  
Management, Vehicle  
Diagnostics, Automotive  
Electronics, Suspension and  
Steering, Engine Performance,  
Brake Systems, and Heating  
and Air Conditioning.

### Links

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

### Skills

Diagnostics



Troubleshooting



Inventory Management



Customer Relations



Team Leadership



Warranty Administration



Preventative Maintenance



## Employment History

### Automotive Service Manager at Pep Boys, PA

Mar 2023 - Present

- Successfully increased overall customer satisfaction ratings by 25% within the first year by implementing new service protocols and enhancing staff training programs.
- Boosted average monthly revenue by 15% in the first two years, resulting in an additional \$1.2 million in annual sales through strategic marketing initiatives and upselling techniques.
- Reduced staff turnover rate by 30% by creating a supportive work environment, providing performance-based incentives, and offering comprehensive training and development opportunities.
- Streamlined service department operations, leading to a 20% reduction in average vehicle turnaround time and a 10% increase in overall productivity.

### Assistant Automotive Service Manager at Monro Auto Service and Tire Centers, PA

Aug 2018 - Jan 2023

- Successfully increased overall customer satisfaction rate by 15% within the first year by implementing improved communication strategies and streamlining appointment scheduling processes.
- Effectively managed a team of 10 technicians, resulting in a 25% increase in productivity and reducing average repair time by 20%.
- Reduced inventory costs by 10% through efficient management and implementation of a new vendor negotiation strategy, leading to an annual cost saving of \$50,000 for the center.
- Identified and implemented new marketing strategies that led to a 30% increase in new customers and a subsequent 20% growth in annual revenue.

## Certificates

### Automotive Service Excellence (ASE) Certified Master Automobile Technician

Mar 2022

### Fixed Operations Specialist Certification from the National Automobile Dealers Association (NADA)

May 2020