

Nealy Lohn

Body Shop Manager

Profile

A results-driven Body Shop Manager with 5 years of experience in overseeing daily operations, staff management, and customer relations. Proven track record in increasing revenue, reducing costs, and streamlining processes to ensure maximum efficiency and profitability. Skilled in estimating, budgeting, and quality control, with a strong commitment to customer satisfaction and employee development.

Employment History

Body Shop Manager at Gerber Collision & Glass, GA

Mar 2023 - Present

- Increased overall customer satisfaction rate by 30% within the first year by implementing new communication strategies and streamlining repair processes at Gerber Collision & Glass, GA.
- Reduced average repair time by 20% through process improvements and better resource allocation, leading to a more efficient workflow and higher customer satisfaction rates.
- Increased annual revenue by 15% in the second year by expanding marketing efforts and building strong relationships with insurance partners, resulting in a higher volume of referred clients.
- Implemented a new employee training program that led to a 25% reduction in workplace accidents and increased overall staff productivity by 10%.

Assistant Body Shop Manager at ABRA Auto Body & Glass, GA

Jul 2018 - Jan 2023

- Achieved a 20% increase in overall customer satisfaction ratings by implementing new customer service strategies and streamlining communication between the body shop team and clients.
- Reduced cycle time by 15% through improved work scheduling, task allocation, and cross-training of employees, leading to faster vehicle repairs and increased customer satisfaction.
- Successfully managed a team of 15 technicians, resulting in a 10% reduction in employee turnover by fostering a positive work environment and providing regular coaching and feedback.
- Increased monthly revenue by 12% through targeted marketing campaigns, strategic partnerships with insurance companies, and upselling additional services to existing clients.

Certificates

I-CAR Platinum Individual

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📍 123 Peachtree St, Atlanta, GA 30303

Education

Associate of Applied Science in Automotive Technology at Southern Crescent Technical College, Griffin, GA

Sep 2014 - May 2018

Relevant Coursework: Automotive Systems, Engine Repair and Performance, Electrical and Electronic Systems, Suspension and Steering, Brakes, Heating and Air Conditioning, Manual and Automatic Transmissions, Automotive Service Management, and Preventative Maintenance.

Links

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

Skills

Estimating

Inventory Management

Quality Control

Team Leadership

Conflict Resolution

Time Management

Customer Relations

Languages

English

Arabic