

Yolanda Turnage

Auto Center Manager

Profile

I am an experienced Auto Center Manager with over 3 years in the automotive industry. During my tenure, I have been successful in leading teams, managing operations, and driving customer service excellence. My top priority is to provide the highest level of customer service and to ensure that each customer experience is a positive one. I have a proven track record of success in managing staff, optimizing operations, and achieving goals. I possess excellent problem-solving, organizational, and communication skills, and I have a passion for helping customers. I am confident that I can make an immediate and positive impact in any organization.

Employment History

Auto Center Manager at U-Wrench-It, WI

Nov 2022 - Present

- Increased customer satisfaction ratings by 35% in 6 months: Implemented a new system of tracking customer feedback and responding swiftly to any issues that arose. This resulted in an increase from 70% satisfied customers to 95%.
- Reduced employee turnover rate by 20%: Developed team-building initiatives such as monthly outings, weekly staff meetings, and quarterly performance reviews which helped foster better relationships between employees and management with the ultimate result being improved morale leading to fewer resignations over time.
- Increased profitability 15%: Utilized data analysis tools combined with my knowledge of automotive repair trends within our region resulting in cost savings across all departments while increasing sales through targeted marketing campaigns.

Assistant Auto Center Manager at Ranger Automotive, WI

Jul 2020 - Sep 2022

- Increased service revenue by 10% in one year: As Assistant Auto Center Manager at Ranger Automotive, I was responsible for increasing the center's service revenues. Through effective management of staff and resources, I successfully increased our annual revenue from \$2 million to over \$2.2 million within a 12-month period.
- Developed customer loyalty program: To further increase sales and create more return customers, I created an innovative customer loyalty program that rewarded loyal customers with discounts on services and products purchased through our auto center. This initiative resulted in higher repeat business rates which contributed significantly to overall growth of the company's profits each quarter during my tenure as manager here at Ranger Automotive WI.
- Reduced warranty claims costs by 15%: My ability to manage personnel effectively enabled me to reduce total warranty claim costs across all departments within the auto shop by approximately 15%. By delegating tasks appropriately among team members we were able streamline processes which led us being able accomplish this goal while still maintaining high levels of quality assurance throughout operations.

Details

yolanda.turnage@gmail.com

(267) 554-0918

Madison, WI

Links

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

Skills

Leadership

Customer Service

Automotive Repair Knowledge

Problem-Solving

Budgeting and Financial Management

Team Building and Motivation

Communication

Languages

English

Japanese

Hobbies

Car Maintenance

Woodworking

Gardening