



Mark Robertson

Automotive Customer Service Representative

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Automotive Customer Service Specialist With Warranty and Service Expertise

Customer service representative with four years of experience assisting clients with vehicle service inquiries, warranty claims, and repair coordination.

Professional Experience

June 2021 - Present	Automotive Customer Service Representative <i>XYZ Auto Group City, ST</i> <ul style="list-style-type: none">Handled customer inquiries regarding vehicle maintenance and warranty claims, reducing escalations by 30%Schedule service appointments, ensuring efficiency and customer convenienceAssisted in implementing a loyalty program that increased repeat service visits by 20%
May 2019 - June 2021	Customer Support Associate <i>ABC Car Dealership City, ST</i> <ul style="list-style-type: none">Managed a high volume of calls related to vehicle pricing, financing, and trade-in valuesProvided clients with accurate service estimates and follow-up communicationCollaborated with sales teams to ensure seamless customer experiences

Key Skills

★★★★★	Vehicle service and repair coordination
★★★★☆	Warranty and recall assistance
★★★★☆	Customer complaint resolution
★★★☆☆	CRM software (DealerSocket, CDK Global)
★★★☆☆	Sales and upselling services

Education

Bachelor of Science in Business Management Ohio State University | May 2019