



# Mark Robertson

## Automotive Customer Service Representative

City, ST 98765  
email@example.com  
(123) 456-7890  
LinkedIn

### 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 *XYZ Auto Group | City, ST*

- Handled customer inquiries regarding vehicle maintenance and warranty claims, reducing escalations by 30%
- Schedule service appointments, ensuring efficiency and customer convenience
- Assisted in implementing a loyalty program that increased repeat service visits by 20%

May 2019 - June 2021

#### Customer Support Associate *ABC Car Dealership | City, ST*

- Managed a high volume of calls related to vehicle pricing, financing, and trade-in values
- Provided clients with accurate service estimates and follow-up communication
- Collaborated 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