



Mark Robertson

Automotive Customer Service Representative

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.

PERSONAL INFORMATION



(123) 456-7890



email@example.com



LinkedIn



City, ST 98765

KEY SKILLS

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

Professional Experience

AUTOMOTIVE CUSTOMER SERVICE REPRESENTATIVE | XYZ AUTO GROUP | CITY, ST

JUNE 2021 - PRESENT

- 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%

CUSTOMER SUPPORT ASSOCIATE | ABC CAR DEALERSHIP | CITY, ST

MAY 2019 - JUNE 2021

- 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

Education

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