



# Theresa Watson

Automotive Operations Manager

## CONTACT



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LinkedIn | Portfolio



Houston, TX

## KEY SKILLS

- Service-Bay Optimization
- Parts Inventory
- Customer NPS
- Training
- Upsell Strategies

## EDUCATION

B.S. in Automotive Technology  
Management | University of North  
Texas, Denton, TX | May 2013

## ABOUT ME

Automotive operations manager with 7 years in dealership service centers. Skilled in workflow optimization, parts management, and customer-service metrics. Improved service-bay utilization to 85% and customer NPS by 15 points.

## PROFESSIONAL EXPERIENCE

**SERVICE OPERATIONS MANAGER | PREMIER AUTO GROUP, HOUSTON, TX**  
FEBRUARY 2016 - PRESENT

- Optimized service-bay schedules, raising utilization from 70% to 85%.
- Overhauled parts inventory, reducing stockouts by 35%.
- Launched customer-care training, boosting NPS from 60 to 75.

**SERVICE ADVISOR | PREMIER AUTO GROUP, HOUSTON, TX**  
JUNE 2013 - JANUARY 2016

- Advised 30+ customers daily, increasing upsell rates by 20%.
- Implemented appointment-reminder system, cutting no-shows by 25%.