



Oscar Osei

Service Advisor

Scheduling over 30 service appointments per day using CDK Global and Reynolds and Reynolds while balancing technician availability across multi-bay shops. Recovered \$4,190 in monthly labor reimbursements by verifying coverage codes and documenting repair details for warranty claims. Holds 2 years of experience in service scheduling, customer follow-up, and repair order documentation.

CONTACT INFORMATION



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Skowhegan, ME 12345

KEY SKILLS

- CDK Global
- Reynolds and Reynolds
- Microsoft Outlook 365
- Warranty Claims Processing
- Service Scheduling
- Customer Follow-Up
- Repair Order Documentation
- Multi-Point Inspection Review
- Parts Coordination

Professional Experience

SERVICE ADVISOR | KENNEBEC RIDGE AUTO GROUP, SKOWHEGAN, ME 2025 - PRESENT

- Completed an average of 22 customer follow-up calls per day to confirm repair status, relay cost approvals, and schedule vehicle pickups, cutting unreturned-call volume from 9 per day to 2.
- Scheduled 31 service appointments per day using CDK Global, balancing technician availability across an 8-bay shop to maintain a full daily workflow.
- Processed 47 warranty claims per month by verifying coverage codes and documenting repair details, recovering \$4,190 in monthly labor reimbursements for the department.
- Greeted walk-in and drop-off customers, opened service tickets, and explained recommended maintenance based on mileage and manufacturer guidelines.

SERVICE ASSISTANT | NORRIDGEWOCK VALLEY MOTORS, NORRIDGEWOCK, ME 2024 - 2025

- Placed 14 customer follow-up calls per day to communicate diagnostic findings, collect repair authorizations, and confirm estimated completion times.
- Scheduled 23 service appointments daily using Reynolds and Reynolds, entering customer information, vehicle history, and requested services for 6 technicians.
- Filed 29 warranty claims per month by gathering technician notes and matching labor operations to manufacturer codes, achieving a first-submission approval rate on 26 of 29 claims.

Education

- Associate of Applied Science
University of Maine at Augusta, Augusta, ME | 2022 - 2024