



Eitan Alvarado

Service Manager

Experienced in managing a 16-bay service department processing an average of 37 vehicles per day while training and mentoring service advisors on CDK Global, Reynolds and Reynolds, and Mitchell 1 workflows. Over 12 years of automotive service experience spanning advisor, assistant manager, and service manager roles, with a focus on complaint resolution, KPI tracking, and staff development.

CONTACT INFORMATION



(231) 555-0132



eitan.alvarado@example.com



Traverse City, MI 12345

EDUCATION

Bachelor of Science, Business Administration

Ferris State University, Big Rapids, MI
2010 - 2014

KEY SKILLS

- CDK Global
- Reynolds and Reynolds
- Mitchell 1
- Microsoft Outlook 365
- Service Lane Management
- Complaint Resolution
- Staff Training and Development
- Repair Order Review
- KPI Tracking
- Parts Coordination

PROFESSIONAL EXPERIENCE

Service Manager | Elk Rapids Motor Works, Elk Rapids, MI
2020 - Present

- Trained and mentored 9 service advisors on repair consultation techniques, complaint de-escalation, and CDK Global workflows, bringing all new hires to full productivity within 6 weeks.
- Resolved an average of 17 customer complaints per week by reviewing repair histories, authorizing corrective work, and following up within 24 hours to confirm satisfaction.
- Managed daily customer vehicle flow averaging 37 vehicles per day across a 16-bay service department, adjusting staffing and bay assignments each morning.
- Set quarterly department performance goals and tracked KPIs in weekly team meetings, reducing open complaint carryover from 11 cases to 3 cases per month.
- Reviewed and approved repair estimates exceeding \$1,650 before advisor presentation to customers, maintaining pricing transparency and margin targets.

Assistant Service Manager | Leelanau Peninsula Auto Center, Suttons Bay, MI
2017 - 2020

- Mentored 4 newly hired service advisors on customer intake procedures and Reynolds and Reynolds data entry, cutting onboarding errors by 8 per advisor during their first 90 days.
- Handled an average of 13 escalated customer complaints per week, documenting resolutions and sharing findings in Friday team reviews to prevent repeat issues.
- Oversaw a service lane processing 29 customer vehicles daily, coordinating drop-off timing and loaner car assignments to keep bay utilization on target.
- Prepared monthly department reports tracking complaint trends, vehicle throughput, and advisor performance for the general manager.

Service Advisor | Benzie County Motorcar Group, Beulah, MI
2014 - 2017

- Consulted with an average of 26 customers per day on recommended maintenance and repair options, documenting vehicle concerns and cost estimates in Mitchell 1.
- Resolved 7 customer complaints per week by investigating service discrepancies, coordinating with technicians, and offering corrective repairs within 48 hours.

- Managed a personal daily vehicle count of 26 units, greeting arrivals, opening service tickets, and scheduling follow-up appointments before end of shift.