



Wyatt Ahn

Senior Service Advisor

Experienced in coordinating parts sourcing and labor estimates while maintaining a client retention rate of 76.8% through personalized maintenance timelines and interval-based reminders in CDK Global. Over 7 years of service advisory work across three positions, with consistent focus on reducing comeback rates, shortening wait times, and capturing post-service feedback to drive quarterly process changes.

Contact Information



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Easton, MD 12345

Education

A.A.S. in Technical/Professional Studies

Chesapeake College, Wye Mills, MD
| 2017 – 2019

Key Skills

- CDK Global
- Reynolds and Reynolds
- Mitchell 1
- Microsoft Outlook 365
- Repair Order Writing
- Service Lane Management
- Customer Retention Strategy
- Multi-Point Inspection Review
- Parts Sourcing Coordination
- KPI Tracking

Professional Experience

SENIOR SERVICE ADVISOR | CHOPTANK BAY MOTOR GROUP, EASTON, MD 2022 – PRESENT

- Maintained a client retention rate of 76.8% by building personalized maintenance timelines and sending interval-based reminders through CDK Global.
- Reduced average service wait time by 38 minutes per vehicle by restructuring morning check-in procedures and staggering appointment slots in 20-minute windows.
- Held comeback rate to 1.71% by reviewing technician notes against customer concerns before closing each repair order and scheduling a quality verification step.
- Coordinated parts sourcing and labor estimates for an average of 28 vehicles per day, entering detailed line items into CDK Global for customer review and approval.
- Contacted returning clients within 48 hours of service completion to verify satisfaction, capturing feedback that informed quarterly process changes.

SERVICE ADVISOR | TUCKAHOE CREEK AUTO CENTER, CAMBRIDGE, MD 2020 – 2022

- Raised client retention rate from 61.4% to 72.3% over 18 months by introducing a next-service booking prompt at vehicle pickup.
- Shortened average customer wait time by 22 minutes by pre-staging paperwork and parts quotes before the morning appointment rush.
- Kept comeback rate at 2.31% by cross-referencing repair order details against diagnostic scan results in Mitchell 1 before releasing vehicles.
- Explained repair recommendations, cost breakdowns, and timeline estimates to an average of 24 customers per day in person and by phone.

SERVICE ADVISOR ASSISTANT | WYE MILLS AUTOMOTIVE, QUEENSTOWN, MD 2019 – 2020

- Assisted lead advisor in lowering the comeback rate from 4.61% to 2.83% by verifying that all approved line items matched completed technician work before vehicle release.
- Reduced customer wait time at the service counter by 11 minutes per visit by pulling vehicle history from Reynolds and Reynolds and preparing cost estimate drafts before each appointment.
- Filed completed repair documentation and updated vehicle service histories in Reynolds and Reynolds, supporting accurate records for future visits.