



Keanu Ncube

Automotive Service Advisor

Service advisor with 6 years of experience writing repair orders in CDK Global and Reynolds and Reynolds, supporting technician productivity to 92.5% by prioritizing work distribution based on skill level, certification, and bay availability.

Holds an ASE Automobile Service Consultant (C1) Certification and has converted multi-point inspection findings into approved service work worth \$16,540 per month.

CONTACT INFORMATION



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Natchitoches, LA 12345

EDUCATION

- A.S. in Engineering Technology

Northwestern State University of
Louisiana, Natchitoches, LA | 2018
- 2020

KEY SKILLS

- CDK Global
- Reynolds and Reynolds
- Mitchell 1
- Microsoft Outlook 365
- Repair Order Writing
- Multi-Point Inspection Review
- Parts Coordination
- Technician Dispatch
- Service Lane Workflow
- Customer Estimate Presentation

PROFESSIONAL EXPERIENCE

Automotive Service Advisor | Cypress Bend Motor Group, Natchitoches, LA 2023 - Present

- Reduced weekly service downtime from 8.1 hours to 2.8 hours by restructuring parts pre-ordering and technician dispatch sequences across a 12-bay shop.
- Wrote an average of 27 repair orders per day in CDK Global, coordinating diagnostics and approvals for a team of 9 technicians.
- Supported technician productivity to 92.5% by prioritizing work distribution based on skill level, certification, and bay availability.
- Reviewed and documented multi-point inspection findings with customers, converting findings into approved service work worth \$16,540 per month.

Service Advisor | Sabine Valley Auto Center, Many, LA 2021 - 2023

- Processed 23 daily repair orders using Reynolds and Reynolds, entering labor times, parts costs, and warranty codes for a 10-bay service department.
- Supported technician productivity at 86.9% by balancing same-day walk-ins against pre-scheduled maintenance across 3 shifts.
- Cut weekly service downtime by 3.7 hours by coordinating with the parts department each morning to confirm stock levels before dispatching scheduled jobs.

Service Lane Assistant | Red River Road Automotive, Shreveport, LA 2020 - 2021

- Greeted arriving customers, recorded vehicle mileage, and opened preliminary repair orders for 19 vehicles per day.
- Assisted lead advisor in dispatching work to 7 technicians, helping the team reach a productivity rate of 84.2%.
- Logged completed and pending jobs in AutoMate each afternoon, reducing missed-part delays by 42 minutes per affected repair.

CERTIFICATIONS

- ASE Automobile Service Consultant (C1) Certification, National Institute for Automotive Service Excellence | 2022