Darius Freeman

ASSISTANT SERVICE ADVISOR

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SUMMARY

Assistant service advisor with 2 years on a 24-bay dealership service drive, first as a porter, now writing repair orders and updating customers for 3 senior advisors. Handles vehicle check-in, appointment scheduling and status updates in Reynolds & Reynolds, and helps the drive hold a 92% customer satisfaction score.

EXPERIENCE

Assistant Service Advisor

08/2025 - Present

Westshore Auto Group — Tampa, FL

Franchise dealership service department with 24 bays, 3 service advisors and a 20-car loaner fleet.

- Check in 25 vehicles each morning, recording mileage, concerns and walkaround damage on repair orders.
- Contact 40 customers a day with repair status and approvals, freeing 3 advisors to work the drive.
- Manage appointment scheduling in Reynolds & Reynolds, filling **95%** of open slots during the spring rush.
- Coordinate 20 loaner vehicles and open parts orders so customers leave on time with the right paperwork.

Service Porter

05/2024 - 07/2025

Hillsborough Motor Cars — Tampa, FL

Used and certified pre-owned dealership with a 12-bay service shop.

- Moved **70** vehicles a day between the drive, shop and wash bay with zero damage claims in 14 months.
- Shuttled customers to work and home on 15 runs a day across south Tampa.
- Staged 40 finished vehicles a day for pickup, matching keys and paperwork to each repair order.
- Covered the service desk phones on 2 evenings a week, learning the repair order system.

SKILLS

Customer Service | Repair Orders | Vehicle Check-In | Appointment Scheduling | Reynolds & Reynolds | Customer Satisfaction | Loaner Fleet Coordination | Microsoft Office | Positive Attitude | Multitasking

EDUCATION

Associate of Science

05/2024

Hillsborough Community College — Tampa, FL

Automotive Service Management