

Maria Delgado

Express Service Advisor

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Summary

Express service advisor with 2 years in automotive service, writing quick-lane repair orders for oil changes, tires, batteries and factory maintenance at a high-volume dealership. Writes 35 repair orders a day in CDK, walks customers through multi-point inspection results, and keeps express-lane waits under 60 minutes.

Experience

03/2025 - Present
San Antonio, TX

Express Service Advisor

Alamo City Motors

Dealership express service lane handling 120 maintenance visits a day with 4 express technicians.

- Write 35 express repair orders a day in CDK, with mileage, concern and maintenance details correct the first time.
- Present multi-point inspection results with photos, selling added wipers, filters and tires on **38%** of visits.
- Coordinate with 4 express technicians to keep average wait time under 60 minutes on oil and tire services.
- Process payments and warranty sign-offs at checkout, balancing about \$9,000 in daily receipts with no shortages.

06/2023 - 02/2025
San Antonio, TX

Parts Counter Associate

Lone Star Auto Parts

Neighborhood auto parts store serving DIY customers and 25 local repair shops.

- Matched parts for **60** walk-in customers a day by year, make and model in the store catalog.
- Tested 15 batteries and alternators a week and installed wiper blades and bulbs in the parking lot.
- Handled cash and card sales of \$2,500 a shift with zero register shortages in 18 months.
- Delivered parts orders to 25 repair shop accounts, building the vehicle knowledge used on the service drive today.

Skills

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|---------------------------|---------------------|-----------------------|
| • Customer Service | • Maintenance Menus | • Multitasking |
| • Repair Orders | • Parts Lookup | • Attention to Detail |
| • CDK | • Cash Handling | |
| • Multi-Point Inspections | • Microsoft Office | |

Education

05/2023
San Antonio, TX

High School Diploma

Theodore Roosevelt High School
Automotive Technology Pathway

Certificates

2023

ASE Entry-Level Certification - Maintenance and Light Repair
ASE Education Foundation