

# Monica Ferraro

## Service Advisor

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## SUMMARY

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Service advisor with 5 years on dealership service drives, now writing 20 repair orders a day at a 30-bay luxury and import store. Advises on maintenance from vehicle age, mileage and history, gives clear repair estimates and completion times, and holds a 94% customer satisfaction score.

## EXPERIENCE

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### Service Advisor

02/2023 - Present

Scottsdale Auto Plaza

Scottsdale, AZ

*Luxury and import dealership with a 30-bay service department and 12 technicians.*

- Write 20 repair orders a day in CDK, producing **\$1.6M** in customer-pay labor and parts sales in 2025.
- Advise customers on maintenance due by age, mileage and service history, raising hours per repair order from 1.4 to 1.9.
- Present repair estimates and completion times before work starts, with 64% of recommended repairs approved.
- Coordinate with 12 technicians and the parts department to deliver 90% of vehicles by the promised time.

### Express Service Advisor

05/2021 - 01/2023

Valley Imports Service Center

Mesa, AZ

*Import dealership quick lane handling oil, tire and battery service.*

- Wrote **30** express repair orders a day for oil, tire and battery services.
- Sold added maintenance on 35% of express visits using multi-point inspection results.
- Processed warranty claims paperwork for 15 repairs a week with no chargebacks in 2022.
- Built customer satisfaction follow-up lists for 200 visits a month, sending them to the manager every Friday.

## SKILLS

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|----------------------------|-------------------------------|--------------------------|
| • Repair Orders            | • Maintenance Recommendations | • Computer Skills        |
| • Repair Estimates         | • Warranty Claims             | • Time Management Skills |
| • CDK                      | • Customer Service            |                          |
| • Knowledge of Automobiles | • Customer Satisfaction       |                          |

## EDUCATION

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### Associate of Applied Science

05/2021

Mesa Community College

Mesa, AZ

Automotive Technology

## CERTIFICATES

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### ASE Certified Automobile Service Consultant (C1)

2022

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