

Darnell Brooks

Service Porter

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SUMMARY

Service porter with 2 years in a 28-bay dealership service department, moving 80+ customer vehicles a day between the service drive, shop stalls and wash bay. Drives the customer shuttle with a clean driving record, walks every car for new damage before it moves, and keeps the 7 a.m. rush organized with a positive attitude.

SKILLS

- Service Drive
- Customer Shuttle
- Exterior Washing
- Interior Vacuuming
- Repair Order Tracking
- Pallet Jack
- Customer Service
- Positive Attitude

EXPERIENCE

Service Porter 07/2024 - Present
Scioto Valley Motors Columbus, OH

Franchise dealership service department writing about 110 repair orders a day.

- Coordinate **80+** customer vehicle moves a day between the service drive, technician stalls and the wash bay.
- Drive the customer shuttle within a 10-mile radius, completing about 25 rides a day on schedule.
- Complete exterior washing and interior vacuuming on finished cars before pickup, backing a 4.8-star review average.
- Organize parked cars by row with repair order tracking, cutting pickup searches to under 3 minutes.

Stock Associate (Part-Time) 05/2023 - 06/2024
Buckeye Hardware & Supply Columbus, OH

Independent hardware store with a lumber yard and garden center.

- Unloaded and shelved 2 truck deliveries a week, about 600 items per load.
- Answered product questions on the floor with friendly customer service, assisting 50+ shoppers a shift.
- Operated a pallet jack to move freight, with zero safety incidents in 13 months.
- Processed 20+ key-cutting and paint-mixing orders a weekend shift at the service counter, with no remakes from customer complaints.

EDUCATION

High School Diploma
Whetstone High School
Columbus, OH
05/2023

CERTIFICATES

First Aid/CPR/AED 08/2024
American Red Cross