

Patrick Doyle

Service Supervisor

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SUMMARY

Service supervisor with 9 years in commercial truck service, leading 5 service advisors and the schedule for a 22-bay shop. Balances technician workload, approves estimates and warranty claims, resolves escalated customer service cases, and tracks shop results in Excel, raising technician efficiency to 112% in 2025.

SKILLS

- Service Operations
- Repair Orders
- Warranty Claims
- Shop Scheduling
- Customer Service
- Excel
- Outlook
- Microsoft Office Suite
- Leadership Skills
- Problem-Solving Skills

EXPERIENCE

Service Supervisor 03/2022 - Present
Kansas City Truck & Trailer Kansas City, MO

Commercial truck dealership servicing regional fleets, with 22 bays and 18 technicians.

- Lead 5 service advisors and coordinate work for 18 technicians across 2 shifts in a 22-bay shop.
- Balance daily technician workload against parts and bay availability, raising efficiency from 96% to **112%**.
- Approve estimates and warranty claims over \$5,000, cutting rejected claims from 9% to 3%.
- Resolve 20 escalated customer service cases a month, keeping fleet account retention at 95%.

Service Advisor 04/2018 - 02/2022
Blue Valley Truck Service Overland Park, KS

Independent heavy truck and trailer repair shop serving 60 fleet customers.

- Wrote 15 repair orders a day for fleet tractors and trailers, averaging **\$2,300** per order.
- Managed preventive maintenance schedules in Excel for 30 fleet accounts with 700 units.
- Trained 4 new advisors on repair order writing and warranty paperwork.
- Reported weekly shop results to the owner in Outlook and Microsoft Office Suite files.

Diesel Technician 06/2017 - 03/2018
Wyandotte Fleet Repair Kansas City, KS

Fleet maintenance shop for local delivery trucks.

- Completed **8** preventive maintenance inspections a day on Class 6 to 8 trucks.
- Diagnosed brake, electrical and aftertreatment faults, writing clear notes for the service advisor.
- Rebuilt 40 air brake systems a year with zero comebacks.

EDUCATION

Associate of Applied Science
Johnson County Community College
Diesel Technology
Overland Park, KS
05/2017

CERTIFICATES

ASE Certified Automobile Service Consultant (C1) 2019
ASE