

Cody Harrington

Service Writer

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Summary

Service writer with 5 years at independent repair shops, now writing estimates and repair orders for a 10-bay diesel and light truck shop. Builds repair estimates in Mitchell 1, orders parts, and keeps customers and technicians on the same page, writing \$1.1M in repair sales in 2025.

Experience

Service Writer

Treasure Valley Truck & Diesel — Boise, ID — 04/2023 - Present

Independent 10-bay shop repairing diesel pickups, fleet vans and light trucks.

- Write 25 repair orders a day for diesel pickups and fleet trucks, totaling **\$1.1M** in repair sales in 2025.
- Build repair estimates in Mitchell 1 from technician findings, with 90% approved on the first call.
- Source parts from 6 suppliers and track backorders in Excel, cutting vehicles waiting on parts by 30%.
- Manage 12 fleet accounts, sending weekly maintenance schedules and invoices from Microsoft Office.

Service Counter Associate

Gem State Tire & Auto — Meridian, ID — 06/2021 - 03/2023

Tire, brake and alignment shop with 6 bays and a busy walk-in counter.

- Wrote **30** tire, brake and alignment tickets a day at the front counter.
- Handled 80 phone calls a day on pricing, appointments and repair status.
- Reached the store's top add-on sales rank in 2022 by pairing alignments with tire sales.
- Entered 150 invoices a week into the shop computer system with no billing errors on monthly review.

Education

High School Diploma

Capital High School

Boise, ID

05/2021

Skills

Repair Orders	—	Repair Estimates	—	Mitchell 1	—	Parts Ordering
Fleet Accounts	—	Customer Service	—	Microsoft Office	—	Excel
Attention to Detail	—	Organizational Skills				

Certificates

ASE Certified Automobile Service Consultant
(C1)

ASE

2024