



John Yurko

973-222-0961
powermaster6721@gm
ail.com
Sussex, NJ 07461

SUMMARY

Goal-driven Service Manager with over 30 years of experience offering efficient and timely repair and maintenance service to customers. Monitors and controls performance of department using appropriate reports, tracking systems and surveys. Highly skilled in managing and motivating culturally-diverse workforce.

SKILLS

- Task delegation
- Reporting and documentation
- Customer service
- Staff management
- Problem resolution

EXPERIENCE

Service Manager

Dover, NJ

Neilsen Chevrolet/ Oct 2013 to Current

- Hired, trained and developed service department staff to drive performance.
- Collaborated with customers to offer solutions to service needs.
- Defined department objectives and monitored performance to facilitate operations.
- Adhered to customer service standards to foster satisfaction and retention.
- Upheld team productivity and quality objectives by setting and maintaining clear benchmarks for service.
- Monitored employee performance through effective analysis of key metrics.
- Improved customer satisfaction ratings by listening to complaints and finding appropriate solutions to problems.
- Motivated, led and supported employees to maintain low turnover.
- Pitched in to complete various duties during peak periods or employee absences.
- Prioritized and delegated daily work tasks to meet anticipated project goals.
- Managed service department budget and investigated and resolved discrepancies.
- Forecasted department goals and objectives and enforced deadlines to encourage task progression.
- Inspected completed work to assess quality and identify skill or ability issues.
- Established and enforced clear safety policies to protect workers from injury.
- Eliminated knowledge gaps by managing continuous training and mentoring strategies for new and junior personnel.

Shop Foreman, Dispatch & Quality Control

Dover, NJ

Ayers Chevrolet/ Oct 2006 to Oct 2013

- Prioritized and delegated daily work tasks to meet anticipated project goals.
- Monitored employee performance through effective analysis of key metrics.
- Created written estimates and obtained customer consent to proceed.
- Upheld team productivity and quality objectives by setting and maintaining clear benchmarks for service.
- Pitched in to complete various duties during peak periods or employee absences.
- Forecasted department goals and objectives and enforced deadlines to encourage task

progression.

- Monitored employee work levels and optimized performance with strategic approaches.
- Established and enforced clear safety policies to protect workers from injury.
- Eliminated knowledge gaps by managing continuous training and mentoring strategies for new and junior personnel.

A Technician, Specializing in Diesel & Corvette

Dover, NJ

Ayers Chevrolet/Jan 1988 to Oct 2006

- Tested components, assemblies and systems to diagnose problems.
- Managed quality control and maintained high level of customer satisfaction.
- Performed diagnostics, troubleshooting and evaluations on all makes and models of automobiles, including diesel.
- Interpreted manuals and manufacturer instructions to install and troubleshoot devices.
- Recommended corrective and preventive actions to boost product reliability.
- Demonstrated excellent mechanical knowledge of machines and tools, including design, use, repair and maintenance.

EDUCATION AND TRAINING

Automotive/Diesel Repair: Automotive Repair

Denver Diesel Automotive

Denver, CO

Automotive Repair: Automotive Repair

Lincoln Technical Institute

Union, NJ

ADDITIONAL INFORMATION

Warranty Administrator - Handles all warranty claims for Service Department

