

Geneva Holloway

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Knowledgeable automotive technician with over 1 year of experience diagnosing and repairing domestic and imported cars and trucks. Proven talent for customer service with an outstanding track record for securing repeat custom and word-of-mouth recommendations. Motivated team player with the technical skills and confidence to work independently with minimal direction.

Education

Associate of Science in
Automotive Technology
Columbus State Community College,
Columbus, OH
September 2017 - July 2019

Key Skills

- Estimating and invoicing
- Teamwork
- Health and safety
- Manual transmission systems
- Engine performance diagnosis
- Customer service

Professional Experience

Automotive Technician

CarMax, Columbus, OH | July 2019 - Present

- Listen actively to customers' concerns and communicate complicated technical information in an understandable way, achieving a 74% repeat custom rate in 2020
- Use computerized diagnostic systems to detect and diagnose mechanical faults with 99%+ accuracy and recommend repair options
- Generate realistic, itemized estimates and create customer invoices, correctly predicting costs in 89% of cases
- Remain vigilant to potential health and safety hazards and keep the workshop area clean and attractive

Retail Associate

Schreiner Ace Hardware, Columbus, OH | June 2018 - June 2019

- Conducted fact-finding conversations with clients to ascertain their key problems and priorities and suggested effective solutions
- Held responsibility for the organization of stockrooms and safely moved and stacked items weighing up to 50lbs
- Worked collaboratively to meet challenging sales targets under intense time pressure, exceeding goals by 54% in December 2019
- Handled payments and refunds using the point-of-sale system