

Harold W. McCann

1307 Harvey Drive, Wichita Falls, TX 76302

Cell (727) 434-2167 Home (940) 767-7556

hmccann@att.net

OBJECTIVE/SUMMARY OF QUALIFICATIONS

Where I can apply my vast experience of automotive and trucking industry knowledge, high level of organization skills, excellent presentation and telephone skills and attention to detail can be fully utilized for the benefit of the customers/clients. A history of significant profit, volume and customer satisfaction achievements, which illustrates the ability to combine cost control, revenue growth and process improvements through effective staff and motivation.

Management Skills	CSI	Computer Skills
Multitasking Skills	Quality Control	Regulatory Compliance
Warranties and Policies	Shop Foreman	Customer Service Advisor/Writer
High level of negotiation skills	Well Organized	Keep Accurate Records

EMPLOYMENT HISTORY

Summitt Truck Group	Wichita Falls, TX	2012 - Present
The Ford House/Quick Lane	Wichita Falls, TX	2010 - 2012
Hernando Suzuki/Mitsubishi	Springhill, FL	2009 - 2010
Tire Kingdom	Springhill, FL	2007 - 2009
Autoway Ford	Brooksville, FL	2005 - 2006
McCanns Radiator Shop	Wichita Falls, TX	1994 - 2005

PROFESSIONAL EXPERIENCE

- Manage daily operations of a production shop, including heavy duty truck and automotive shop with technicians, parts counter people, parts/service drivers, salesmen, General Managers
- Monitored/verified eligibility of Warranty Claims and initiated processes according to requirements and procedures
- Assists customers in explaining repairs to men/women in non-technical terms so they could understand their repair ticket better
- Coordinated with customers and technicians and interpreted service history to determine repair required
- Wrote Repair and Service Order tickets for customers and maintained all necessary knowledge
- Ensured that technicians kept their bays clean and organized according to safety policies at all times
- Monitor operations to ensure that services rendered conform to company policy and procedure standards
- Experience in handling administrative duties of the automotive/trucking service
- Responsible to provide leadership and manage everyday operations of an automotive/truck service dealership
- Maintain liaison with all regulations and protocols set by the State and local governing bodies that affect the functioning of an automotive/truck service dealership
- Ensure high profit margins for the Service Department by improving service qualities, controlling expenses with excellent customer satisfaction
- Oversees and controls all daily service operations, policy implementation, manage all work-flow
- Provides an environment of mutual trust and respect and demands the highest ethical standards from technicians, staff and management
- Creating a positive work environment, resulting in increased employee retention and excellent customer satisfaction
- Dramatically improved and maintained CSI through the implementation of proactive, customer-oriented sales and service management techniques with the ultimate goal of earning customers for life
- Multi-tasking in a demanding, fast-paced environment