

Christine Harms

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To work in a fast-paced, highly motivated position where I can utilize all my skills and knowledge of mechanics and customer services

Authorized to work in the US for any employer

Work Experience

Parts Consultant and Service Advisor

Scott's Auto - Fort Collins, CO

June 2020 to February 2023

In the parts department I did estimate on every vehicle. I looked up parts through each of our vendors trying to get the best price and part for each customer. I received parts and upload the parts to each ticket. Received parts for stock and input the parts in inventory.

As a service advisor I worked one on one with each customer helping them the get their car back on the road. I communicated the information from the customer and relayed the information to the technician. I complete each estimate on each car before I call the customer to get them accurate pricing for each repair.

Parts Consultant

Ed Carroll Motor Co. - Fort Collins, CO

January 2017 to June 2020

I am a parts consultant and my daily tasks consist of working the front counter, phone and emails assisting all customers, in house technicians, wholesale and body shops with parts and service for there Volkswagen, Audi and or Porsche. Returning all re-manufactured parts. Inventory of all parts in stock. Scheduling delivery drivers. Loaner vehicle contracts. Most of my clients and I are on a first name basis as I strive to provide the best quality, service and value in a timely manner with excellent communication and attention to detail.

Production Worker

Vestas - Windsor, CO

August 2014 to December 2015

I worked on a Assembly line, working with carbon protrusion that goes into a win turbine blade. Help other departments build part of the blades. Enter in the computer dimensions of the carbon that we measure before shipping off to get put into the blade.

Customer Service Representative/ Team Leader

Accurate Financial - Fort Collins, CO

July 2011 to August 2014

I was a team leader. I helped a team of 15 to communicate with respect and conscious of other peoples feelings. While managing a huge amount of accounts and customers's. Handled 200 plus inbound and outbound phone calls. Multitasking between phone calls, emails and helping team.

Parts Counter Associate and Technicians

Ehrlich Nissan and Volkswagen - Greeley, CO

2007 to 2011

I delivered parts and also pulled parts. I communicated with customers and clients over the phone and in person to figure out the exact parts they need for their vehicle. Submitted warranty part returns. Received stock orders and putt the parts way.

Lube Tech

Grease Monkey - Greeley, CO

2006 to 2007

Driver

Star Automotive - Denver, CO

2006 to 2006

Education

Associate's

Denver Automotive and Diesel College

2006

High school diploma

Greeley West High School

2005

Skills

- Customer Service (3 years)
- Parts counter (8 years)
- Production (1 year)

Additional Information

Mechanical Skills

- Diagnosing and problem solving when I was working at Ehrlich
- Going through school I worked on rebuilding transmissions, engine performance, tracing electrical problems
- Rebuilt engine to have more horse power and torque to go faster

Interpersonal Skills

- Great communication skills
- Excellent problem-solving abilities

- Strong team member
- Great work ethic and willing to take on extra responsibilities

Administrative & Organizational Strengths

- Excellent multi-tasking skills which includes answering phone calls, preparing orders and inputting information into the computer.
- Organize inventory, pull orders for external customers and distribute auto parts
- Experience in training co-workers