

# john vanover

Denver, CO 80204

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Authorized to work in the US for any employer

## Work Experience

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### **Service Manager**

honest 1 autocare - Littleton, CO

December 2009 to September 2020

Customer Service , greet and talk to customer about there concerns. Write up work order with specific information for the technician.Let customer know fees and time frame on when we will get back to them with there issues with vehicle.

### **Technician**

Brakes Plus - Highlands Ranch, CO

2004 to 2008

Diagnose and repair vehicles in a timely and accurate manor

### **Lead Technician**

Autumn Landscaping - Thornton, CO

2003 to 2004

Diagnose and repair trucks , trailers and equipment

## Education

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### **General Equivalency Diploma (GED) in all**

## Skills

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- Auto Service Management
- Retail Sales
- Automotive Repair
- Service Technician Experience
- service adviser course through ATI
- Brake Repair
- Vehicle Maintenance
- Mechanic Experience
- Alignment
- Facilities Maintenance

## Certifications and Licenses

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### **ATI trained for service Advisor**

Present

## Assessments

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### **Customer Focus & Orientation — Expert**

October 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Automotive Maintenance — Expert**

October 2020

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Expert](#)

### **Customer Service — Familiar**

October 2020

Identifying and resolving common customer issues

Full results: [Familiar](#)

### **Customer focus & orientation — Expert**

June 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Sales skills — Highly Proficient**

January 2021

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

### **Management & leadership skills: Impact & influence — Expert**

January 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.