

Joseph Fiano

Webster, NY 14580

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Authorized to work in the US for any employer

Work Experience

Service Advisor

Vision Hyundai - Rochester, NY

June 2005 to Present

Prepared and write estimates for customers
Leazon between customers and technicians
Consistently keeping customers updated on repair process

Store Manager/Assistant Manager

Monro Muffler/Brake - Rochester, NY

January 2002 to June 2008

To micro manage the day to day business,take care of customer needs,a sign work orders to technicians.meet daily,weekly,and monthly goals

Shipping and Receiving Clerk

Eastman Kodak Co. Health Imaging Dept - Rochester, NY

May 1989 to July 1999

Verified and kept records on incoming and outgoing shipments,checked quality of shipments incoming and outgoing.Operated forklifts and hand truck to deliver product to proper departments or areas.

Education

12

High school diploma or GED

Skills

- Sales (10+ years)
- Automotive Service
- Customer Service
- Auto Service Management
- Retail Sales
- Auto Estimating
- Store Management Experience

- Automotive Repair
- Upselling
- Merchandising
- Mechanic Experience
- Shipping & Receiving
- Vehicle Maintenance
- Supervising experience
- Leadership
- Computer literacy
- Assembly
- Manufacturing
- Forklift
- Inside sales
- Basic math
- Materials handling

Certifications and Licenses

driver's license

Assessments

Customer focus & orientation — Proficient

November 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Automotive maintenance — Expert

January 2021

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Expert](#)

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

Additional Information

Willing to learn, open to new opportunities in automotive or sales positions