

Michael Goodman

Bourbonnais, IL 60914

mgoodman0629@gmail.com | 815-278-4964

Professional Summary

Experienced **Automotive Service Writer** and **Forklift Operator** with a strong background in **customer service, equipment operation, and team coordination**. Adept at working in **fast-paced, high-demand environments** while ensuring efficiency, accuracy, and safety. Knowledgeable in **automotive diagnostics, repair coordination, warehouse logistics, and material handling** across multiple industries. Proven ability to provide **exceptional customer service, manage workflows, and support business operations**.

Work Experience

Geodis – Wilmington, IL

Forklift Operator | **04/2024 – Present**

- Operate **Stand-Up, Clamp, and Electric Pallet Jack (EPJ)** forklifts for material handling and warehouse operations.
- Load, unload, and transport products while ensuring **safety and efficiency**.
- Assist in **inventory management** and accurate order fulfillment.

CJ Logistics – University Park, IL

Forklift Operator | **06/2023 – 04/2024**

- Operated **Stand-Up Crown** forklifts to move and stage inventory.
- Assisted in **shipping, receiving, and replenishment** operations.
- Maintained compliance with **safety regulations and operational procedures**.

PGD RAC – Punta Gorda, FL

Supervisor | **10/2021 – 06/2022**

- Led a **team of employees** to ensure smooth daily operations and adherence to company policies.
- Managed workflows, resolved customer issues, and provided **coaching and training** to employees.
- Ensured compliance with company policies and service standards.

Bill Kay Honda – Bradley, IL

Automotive Service Writer | 09/2020 – 09/2021 / 06/2022 – 05/2023

- Greet and assist customers with service needs, ensuring a **seamless check-in process**. •
- Accurately **diagnose and document vehicle issues**, providing technicians with clear work orders. •
- Provide **cost estimates and service timelines** to customers, maintaining transparency and trust. •
- Schedule and implement **routine maintenance programs** for returning clients. •
- Assign repair tasks to technicians based on experience and skill level.
- Respond to **customer inquiries** via phone and email, ensuring timely and professional communication.

Stewart Construction – Manteno, IL

Laborer | 03/2018 – 09/2020

- Assisted in **construction site preparation**, material handling, and cleanup.
- Operated **various construction tools and machinery** safely and efficiently.
- Worked as part of a **team to meet project deadlines** and ensure quality work.

Casey's General Stores Inc. – Manteno, IL

Customer Service Associate | 06/2015 – 03/2018

- Provided **friendly and efficient customer service**, handling high-volume transactions.
- Maintained **store presentation and inventory organization** to optimize customer experience.
- Assisted in **sales floor merchandising and promotions** to drive revenue.

Education

Manteno High School – Manteno, IL

High School Diploma | 05/2014

Skills & Competencies

- **Forklift Operation (Stand-Up, Clamp, EPJ, Crown)**
- **Automotive Service & Diagnostics**
- **Customer Service & Relationship Management**
- **Material Handling & Warehouse Logistics**
- **Cost Estimation & Service Advising**
- **Work Order Processing & Scheduling**
- **Safety Compliance & Equipment Maintenance**
- **Leadership & Team Coordination**
- **Problem-Solving & Workflow Optimization**
- **Microsoft Office Suite & Service Department Software**