

# John Youssef

Service Advisor

Address Abu Dhabi, UAE 00000

Phone

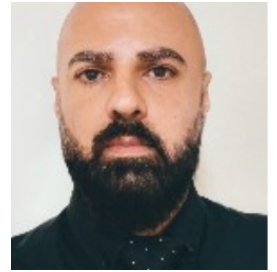
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## DRIVING LICENSE

Valid UAE Driving License

Lebanon Driving License

Dedicated and experienced Service Advisor with a 10-year track record of successfully handling customer inquiries. Known for providing accurate advice and ensuring customer satisfaction. Committed to delivering the best possible service, with excellent communication and problem-solving skills to effectively address customer needs and provide exceptional service.

## Skills

Workshop organization

Mechanical skills

Deadline management

Vehicle diagnostics

Estimating costs

Vehicle inspection

Communication skills

Computer skills

Customer service

Attention to detail

Workflow management

CRM software

## Professional Experience

2023-12

### Senior Service Advisor

2025-9

Royal Swiss Auto Services, Abu Dhabi

Results-driven Senior Service Advisor with extensive experience in delivering exceptional customer service and driving business growth. Skilled in utilizing CRM software to manage customer relationships, improve service delivery, and increase customer satisfaction.

#### Key Responsibilities

- Manage and maintain strong relationships with customers, ensuring their needs are met and exceeded
- Utilize CRM software to track customer interactions, preferences, and service history
- Coordinate with service technicians and other departments to ensure timely and effective service delivery
- Develop and implement effective communication strategies to enhance customer satisfaction and loyalty
- Analyze customer feedback and data to identify trends and opportunities for improvement
- Collaborate with the service team to identify and implement process improvements and efficiency gains
- Provide exceptional customer service, resolving issues and concerns in a professional and courteous manner

#### Skills and Qualifications

- Proven experience as a Service Advisor or similar role
- Strong knowledge of CRM software and its applications
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment and prioritize multiple tasks
- Strong analytical and problem-solving skills
- Customer-focused mindset with a commitment to delivering exceptional service

#### Achievements

- Improved customer satisfaction ratings by 25% through effective communication and issue resolution
- Increased service revenue by 30% through strategic upselling and cross-selling
- Developed and implemented process improvements, resulting in 20% reduction in service delivery times

2021-10

2023-11

### Workshop Supervisor

#### Elegance Automobile, Abu Dhabi

- Led workshop operations for premium automotive services, overseeing a team of technicians and ensuring adherence to high-quality service standards and efficient workflow
- Streamlined scheduling processes, optimized resource allocation, and enhanced workshop productivity by 35%, reducing overall turnaround time
- Managed inventory and parts ordering, ensuring the availability of critical components and minimizing downtime
- Developed and implemented process improvements that enhanced customer satisfaction and service efficiency
- Coordinated job card management and monitored work orders to ensure timely and high-quality service delivery
- Analyzed workshop performance data to identify opportunities for operational improvements, aligning team goals with organizational objectives
- Collaborated with cross-functional teams to implement new service standards, improving workflow and service delivery

2017-03 –  
2021-09

#### Service Advisor

##### German Excellence Automobile Center, Abu Dhabi

- Provided exceptional customer service as the primary point of contact, enhancing customer relationships and ensuring a seamless service experience
- Prepared accurate repair estimates and ensured full transparency in service delivery, building trust and increasing customer retention
- Managed customer concerns, offering timely solutions and maintaining consistent communication throughout the service process
- Upsold premium services and auto parts, increasing revenue by 25% while ensuring customer satisfaction and trust
- Collaborated closely with technicians and service managers to ensure timely completion of repairs and maintenance tasks
- Trained junior staff on customer service best practices and service standards, improving team productivity and reducing customer complaints
- Tracked customer service appointments, ensured timely follow-ups, and managed service appointments, optimizing customer service workflows

## Education

2000-10 –  
2002-06

#### High School Diploma

National Evangelical Institute – Saida, Lebanon

## Certifications & Training

- Automotive Diagnostic Training (Launch, Autel)
- Customer Relationship Management Training SAP
- Electric Vehicle Systems Training

## Languages

Arabic	<div><div></div></div>	Bilingual or Proficient (C2)
English	<div><div></div><div></div></div>	Advanced (C1)

## Software

CRM	<div><div></div></div>	Advanced
QuickBooks	<div><div></div></div>	Advanced
MS office	<div><div></div><div></div></div>	Upper intermediate
WordPress Web Designer	<div><div></div></div>	Advanced
Canva	<div><div></div></div>	Advanced
Photoshop	<div><div></div><div></div></div>	Intermediate