

Juan Colon

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SUMMARY

Assistant Service Advisor with four years supporting RV and **automotive service** operations, customer communication, **appointment coordination**, work order accuracy, parts availability, and technician readiness. Translates vehicle concerns into clear service documentation, coordinates schedules around bay capacity and repair resources, and maintains accurate customer, vehicle, parts, and repair records in **service software**. Keeps customers informed through timely updates, thoughtful complaint handling, and reliable post service follow up. Supports technicians by confirming required parts, tools, labor details, and job information before scheduled work begins. Maintains orderly service desks, waiting areas, and shop support spaces while following established service procedures and applicable regulations. Holds a valid Nevada driver's license and brings practical **RV service** knowledge, organized execution, and steady attention to customer satisfaction.

EXPERIENCE

Assistant Service Advisor February 2024 - Present
Desert Trail RV Service Henderson, Nevada

Supports daily **RV service** intake, advisor coordination, technician communication, work order preparation, customer updates, parts readiness, **repair records**, and follow up. Connects customer needs with shop capacity and available resources, helping repairs move forward with clear documentation and fewer avoidable interruptions.

- Translated customer concerns into clear RV work order notes, improving technician access to useful repair context.
- Verified customer, vehicle, parts, and labor details in shop software before **repair documentation** moved forward.
- Reviewed scheduled jobs with technicians, identifying parts and tool needs before **service appointments** reached repair bays.
- Provided repair updates and handled routine concerns, escalating technical or authorization questions for timely resolution.
- Tracked **parts used** and **repair time**, correcting incomplete entries so service histories stayed accurate and useful.
- Followed up after completed repairs, documenting remaining concerns and coordinating return service when inspection was needed.

Service Coordinator October 2022 - January 2024
Mojave Auto & Recreation Service Las Vegas, Nevada

Coordinated automotive and recreational vehicle appointments, **service desk** intake, electronic records, parts replenishment, customer updates, complaint documentation, and shop support areas. Matched requested work with **technician capacity** while giving advisors and technicians consistent information for inspection, planning, and customer communication.

- Matched automotive and RV appointment requests with available technician time, keeping service planning practical.
- Greeted customers at service intake, documenting symptoms in clear language for inspection and planning.
- Corrected missing contact, vehicle, and service details before electronic **work orders** reached shop personnel.
- Compared scheduled **repair needs** with parts and supply levels, helping prevent avoidable service delays.
- Handled routine complaints professionally, recording expectations and routing technical or pricing questions to advisors.
- Maintained organized service counters, waiting areas, and shop support spaces under established procedures.

PROJECTS

RV Service Intake Workflow 📅 2024
Created a clear intake workflow linking customer concerns, vehicle details, work orders, technician questions, and follow up records. Better notes gave each repair a stronger starting point.

Parts Readiness Review 📅 2023
Built a practical review step for scheduled repairs, parts availability, tools, and technician capacity. Early checks helped service teams prepare work with fewer interruptions.

LEADERSHIP & AWARDS

- Recognized by service teammates for dependable customer updates and clear repair documentation.
- Selected by advisors as a reliable contact for parts readiness and technician communication.
- Trusted with sensitive complaint follow up and accurate service record correction.

EDUCATION

High School Diploma 2022
Basic Academy of International Studies GPA: 0 Las Vegas, Nevada
Coursework: Automotive service, business communication, computer applications, workplace organization

CERTIFICATIONS

- Nevada Driver's License 📅 2022
- Service Software Training 📅 2024

TECHNICAL SKILLS

- **Service Management Systems:** Service software, service databases, electronic records
- **Work Order Documentation:** Service orders, work orders, repair notes
- **Customer Service Tools:** Customer intake, service updates, follow up
- **Scheduling Operations:** Appointment scheduling, bay capacity, technician time
- **Parts Coordination:** Parts availability, parts used, supply ordering
- **Repair Records:** Vehicle records, labor records, repair history
- **Technician Support:** Tools coordination, resource checks, job status
- **RV Service Knowledge:** RV repairs, recreational vehicles, vehicle concerns
- **Automotive Service:** Automotive repairs, service procedures, repair planning
- **Compliance Practices:** Local regulations, state regulations, federal regulations
- **Shop Operations:** Service desk, waiting area, service bays
- **Customer Communication:** Complaint handling, professional updates, satisfaction follow up

SKILLS

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|-------------------------|----------------------|---------------------------|----------------------------|
| • RV Service Operations | • Work Orders | • Technician Coordination | • Appointment Coordination |
| • Automotive Service | • Service Orders | • Parts Inventory | • Shop Organization |
| • Customer Service | • Service Software | • Repair Records | • Repair Documentation |
| • Service Scheduling | • Complaint Handling | • Customer Follow Up | |

PROFESSIONAL AFFILIATIONS

- RV service operations support, Henderson, Nevada
- Automotive customer service and repair coordination, Las Vegas, Nevada

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST