

Juan Colon

Assistant Service Advisor

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STRENGTHS

- 🗣️ **Customer listening**
Careful intake turned vague vehicle concerns into useful notes, and technicians gained a clearer starting point for inspection.
- 📅 **Service coordination**
Appointment planning considered bay capacity, repair timing, parts, and tools, reducing surprises before work began.
- 🔧 **Complaint handling**
Routine concerns received calm updates and clear next steps, helping customers feel heard during uncertain repairs.
- ♥️ **Record accuracy**
A habit of checking details caught missing vehicle, parts, and labor information before records reached shop teams.
- 🔧 **Technician support**
Reviewing upcoming jobs with shop personnel revealed small resource gaps early, which kept scheduled work moving.

SKILLS

RV Service Operations

Automotive Service

Customer Service

Service Scheduling Work Orders

Service Orders Service Software

Complaint Handling

Technician Coordination

Parts Inventory Repair Records

Customer Follow Up

Appointment Coordination

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

Desert Trail RV Service 📅 February 2024 - Present 📍 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

Mojave Auto & Recreation Service 📅 October 2022 - January 2024 📍 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.

Shop Organization

Repair Documentation

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Assistant Service Advisor at Desert Trail RV Service (2.7 Years)

● Service Coordinator at Mojave Auto & Recreation Service (1.2 Years)

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

Basic Academy of International Studies 🎓 GPA: 0 📅 2022 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST