

## Fernando Cordeiro

10 Ricker Place  
Palm Coast, FL 32164

(904) 654-4116  
Mercedesfanatic1973@gmail.com

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*27 years of extensive automotive industry experience.* Solid client relations with the ability to advise and guide through repairs and warranty work needed. Solid leadership skills in delegating work orders, ordering parts, training employees and understanding budget controls.

### SUMMARY OF QUALIFICATIONS

- ✓ Service Advising
- ✓ Customer Service
- ✓ Inventory/Parts
- ✓ Factory Warranty
- ✓ Estimating
- ✓ Change Orders
- ✓ Promoting
- ✓ Vendor Relations
- ✓ Team Leader/Foreman
- ✓ Purchasing Supplies
- ✓ Vehicle Repairs

### Accomplishments:

- ✓ Run a Service Clinic every 1st Saturday of the month. Work 1 to 1 with clients to listen to concerns and to teach the client how to operate their vehicle.
- ✓ As a result, there was a record 2 months in sales increase by 2.5%.
- ✓ Each repair order that was generated by the Service Clinic went from 1.5hrs to 3.2hrs of service work.
- ✓ Generate spreadsheet with realist goals by creating identification/badge system.

**Technology:** ADP Systems, DAS Diagnostic equipment, MS Word,

**Languages:** Fluent in English, Portuguese, Spanish and learning Italian

### PROFESSIONAL EXPERIENCE

Anderson little Lincoln Assistant Manager 1990-1995  
Mercedes-Benz of Orange Park, Jacksonville, FL 2010-Present

**Master Technician**

**Health and Variable Annuities license holder 2021**

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**Team Leader • Key Holder • Event Planner • Shop Clinic/Venues Presenter**

Specializing in Mercedes-Benz Engines: rebuild and repair engines. Effectively order parts and supplies and maintain inventory. Communicate with customers regarding vehicle issues and potential repairs.

Next Level Auto, Dartmouth, MA 2007-2009

**Owner**

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**Service Advisor • Technician • Parts Manager**

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Ran the shop, advised customers on vehicle and warranty problem resolution. Promoted through sales and marketing, organized work records and filed reports. Completed accounts payable and receivables, provided staff administration and training.

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## PROFESSIONAL EXPERIENCE

Mercedes-Benz of Westwood, Westwood, MA 2005-2007  
Herb Chambers Mercedes, Westwood, MA 2002-2005

### **BMW Technician**

Specialized in Mercedes-Benz Engines: rebuilt and repaired engines. Effectively order parts and supplies and maintain inventory. Communicated with customers regarding vehicle issues and potential repairs. Electrical vehicle diagnosis.

### ***Previous experience:***

New England Carpenters Union - Machine Operator/ Heavy Duty Diesel Mechanic  
Viti Automotive, Tiverton, RI - Service Technician and Roadside Assistance  
Auto Show Volvo, Seekonk, MA - Assistant to the Shop Foremen and Service Technician

## EDUCATION & CERTIFICATIONS

New England Institute of Technology, Warwick, RI  
Associate in Science Degree in Automotive Technology  
Associate in Science Degree in Business Management

Mercedes Benz USA, Montville, NJ  
**Mercedes Benz Master Technician Certified**  
Master Technician continuous training throughout 1997-2021