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Objective: **Service Manager/Director**

Profile:

- I have 20 years experience as an automotive professional at the dealership level for General Motors and other manufacturers.
- Ability to direct complex projects from concept to fully operational status.
- Goal-oriented individual with strong leadership capabilities.
- Organized, highly motivated, and detail oriented problem solver.
- Proven ability to work in unison with staff, sales, parts, and upper management.

Relevant Experience & Accomplishments:

- 20+ years of General Motors experience in the automotive industry. Demonstrated success in increasing profit potential and delivering superior customer service. Consistently exceeds expectations!
- A strong leader who fosters a customer-centered service philosophy and team approach among all employees. Dramatically improves and maintains CSI through proactive, customer-oriented service techniques with the ultimate goal of earning customers for life.
- Sets and administers budgets, handles financial reporting, calculates operating costs, and initiates cost controls to ensure consistent profit potential.
- Serves as Technical Consultant for staff on automotive repair and maintenance. Ensures that staff is adequately trained to meet all manufacturer's standards of excellence. Experienced in organizing daily schedules, delegating workload, and authorizing repairs with hands-on knowledge of all products sold.
- Maintains open lines of communication with staff and management for consistent and accurate service. Organizes special tools; updates reference materials; maintains research information

Management/Supervision:

- Directed recruitment and retention of technicians and support staff of 36 employees.
- Successfully completed Auto University MPSS Training program
- Trained, supervised and evaluated staff, coached improvement skills.
- Resulted in multilateral staff achievement of work objectives.
- Successfully refined and implemented new CRM and customer retention projects.
- Both ADP and Reynolds proficiency.

Employment:

Fixed Operations Director / Lexus of Madison Madison, WI. / Jon Lancaster (608) 628-5476	<i>08/12-present</i>
Parts and Service Manager / Frank Porth Chevrolet-Buick Inc Columbus, WI. And Crivitz, WI.	<i>11/09-08/12</i>
Service Director , Auto Service Company Inc. Toyota, Honda, Scion, Subaru, Mazda, Mercedes Benz. Dave Shuttleworth/GM (907) 388-8177	<i>6/08-5/09</i>
Service Director , Greg Lair Pontiac, Buick, GMC Inc. Greg Lair (800) 214-9818	<i>7/07-6/08</i>
Fixed Operations Director , Saturn of Honolulu Mike Johnson (808) 561-2057	<i>2006-2007</i>
Service Director , JN Automotive Group, Honolulu, HI. Chevrolet and Mazda	<i>2002-2006</i>
Technician / Shop foreman , Century Chevrolet, PBG, Oldsmobile Van Nuys, CA.	<i>1996-2002</i>
Technician , McCaddon Cadillac, PBG, Boulder, CO.	<i>1993-1996</i>

Technician, Penske Cadillac, Downey / Bakersfield, CA.

1984-1993

**Community
Involvement:**

Leeward Community College, Automotive advisory board / ASEP program
JN Group, Inc. Sponsored programs for our military

References:

Dwight Roberts / General Motors AVM	(808) 895-9571
Greg Burgess / Fixed Ops Dir.	(808) 690-5115
Jennifer Robins / GM	(808) 895-9572
Brian Zettel / GM	(360) 566-8275
Jack Lupo / Dealer Consultant	(480) 688-9730
Bryan Marino / JN Automotive Group / FOD	(808) 831-2563
Mike Johnson / DP	(808) 561-2057
David Reinicke / AWN Warranty Company	(720) 339-1702
Christie Soto / Toyota Parts and Service Rep.	(503) 998-5349

More references upon request:

**Honors &
Awards:**

ASE Master Technician
GM World Class Technician
Mark of Excellence
Mazda QMD Dealer
GM Award for Highest Training and CSI
Mazda DSA Gold Dealer
Monthly Column Writer for GM Leadership Magazine
More info upon request: