Hello
I’m Julia Spencer

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# Skills

* Customer Service
* Schedule Appointments
* Time Management
* Guest Services
* Sales
* Excel
* Microsoft Office

# Experience

## April 2018 - PRESENT

### Baierl Toyota, Mars, Pennsylvania *- Express Service Advisor*

* As the Express Service Advisor, my main focus is customer service. I also manage a lube team and their schedule while making sure they are completing work in an efficient manner. I also manage our rental fleet which includes but is not limited to, checking in all vehicles, making sure maintenance is performed on all vehicles and they are properly inspected, writing rental agreements and getting all the proper signatures for the policy and the agreement, making sure the customers feel safe and comfortable in the vehicle before they leave.

## November 2017 - April 2018

### West Hills Nissan, Coraopolis, Pennsylvania  *- Express Service Advisor/ Cashier*

* As the Express Advisor, I was to make sure that all maintenance was performed on a schedule and if anything was missed, I was to inform the customer. I was also in charge of the rental fleet of 46 vehicles. Three days a week I was the cashier and received all called into the dealership and forwarded them to the proper place. We filed ROs by number and it had to be done every night.

## June 2017 - November 2017

### Comfort Inn, Pittsburgh, Pennsylvania *- Night Auditor*

* As the Night Auditor, my job was to check customers in, make breakfast for customers, answer all phone calls and make reservations, handled all payments of guests checking out, and delivering all receipts to customers while they slept.

## July 2014 -June 2016

### Middle Road Inn, Glenshaw, Pennsylvania *- Server/ Kitchen Staff*

* I greeted customers, seated them in a timely manner, received customers orders, delivered them to the kitchen staff, made sure the food was nice and hot when it arrived to the customer and check up on the customers throughout their dinner. I refilled salad dressing containers, wiped off counter tops and folded silverware when I had a free moment.
* On Sunday’s, we served breakfast in the dining room, buffet style. I worked on the buffet making omelets on request and delivering them to customers, hand carved meats including, but not limited to, ham, roast beef and lamb, and making waffles for our make your own waffle bar.

## November 2014 - September 2015

### Wendy’s, Hampton, Pennsylvania *- Crew*

* Working at Wendy’s, I learned to work as a crew. Everyone had their own job but if someone needed help, we all helped. This means on a day to day basis, I was working the drive through and then I would move to sandwiches and then move to fry then grill the front cash register then dishes.

## March 2011 - May 2014

### Hampton Dog Central, Hampton, Pennsylvania *- Dog Watcher*

* I always enjoyed going to work at Dog Central. My hours were weekends and evenings. Walking in and seeing all the pups waiting for someone to play with. My favorite part was when the parents would pick up their pups and the pure joy on the dogs face when they realized they were going home was amazing.

# Education

## August 2012 - June 2016

### Hampton High School, Allison Park, Pennsylvania

# Awards

### Nissan Express Service Advisor Certification

## November 2017

* Developing customer focused phone skills, essential telephone etiquette, express service selling skills, Nissan Express Service Advisor, one to one service scheduling, selling skills for profitability, value of Express Service