

## **Ralph R. Getz**

**Objective** Highly organized, task and detail-oriented, customer-focused individual with 30+ years of progressive professional experience looking to obtain a challenging and rewarding position that utilizes my experience and interpersonal skills.

**Experience** 2009 – 2010 Alexander Subaru Cogan Station, Pa

### **Service Advisor**

- Developed and maintained positive customer service experience through interpersonal skills.
- Assigned and created work orders for all vehicle technicians.

1999 – 2009 Spitler Vehicle Specialties Montoursville, Pa

### **Service Advisor**

- Developed maintenance schedules for all Spitler vehicles
- Prioritized Ambulance and specialty vehicle repairs based upon customer requirements and circumstance, as well as service and repair complexity.
- Developed and maintained repair schedules for customer vehicles.
- Created, assigned, and tracked work orders for vehicle technicians.
- Managed fleet of recreational vehicle rentals
- Resolved all warranty claims for ambulance and specialty vehicles.
- Followed up with customers to ensure satisfaction after service.

1992-1999 Fairfield Ford Montoursville, Pa

### **Service Advisor**

- Create and dispatched work orders to service technicians.
- Ensured accurate, timely, and thorough vehicle service by all technicians.
- Followed up with customers to ensure satisfaction following service completion.

1989 – 1992 Fairfield Toyota Loyalsock, Pa

### **Finance & Insurance Manager**

- Acquired and processed automobile financing and insurance for new customers.

1973 – 1991 Larry Herron Inc. Williamsport, Pa

### **Sales & Rental Manager**

- Managed all aspects of daily automotive sales operations.
- Managed fleet of rental vehicles.

**Education** 1971 - 1972 Williamsport Area Community College Williamsport, Pa

1965 - 1969 Williamsport Area High School Williamsport, Pa