

# Ashli Vaccaro

Recent college graduate with a Bachelor's degree in Business Administration working as a Internal Service Advisor for a busy automotive dealership. With years of customer service experience bringing unparalleled skills in customer relations, task prioritization and time management. Proficient in various customer service management software with expertise in related roles. An enthusiastic worker seeking a position where previous experience, skills and educational background can contribute to an organization's goals. Consistently looking for ways to enhance knowledge and skills through online courses and textbook research. Currently taking an online course in Software Developing to study HTML, JAVA, & Python programming languages Eager to learn and take on new challenges and responsibilities that will lead to growth and development within an organization.



## Contact

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### WWW

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## Skills

Technical Support ●●●●○ Very Good

Knowledgeable in Microsoft Office ●●●●● Excellent

Account management ●●●●○ Very Good

Scheduling/Planning ●●●●● Excellent

Negotiation ●●●●○ Very Good



## Work History

2018-01 -  
Current

### Service Advisor

*Tulley Automotive Group, Nashua, NH*

- Work face-to-face with customers addressing any concerns or comments
- Utilized CRM software Drivecentric to enter information to system base for emails and incoming client requests or leads
- Writing service orders and descriptions of problems and repairs using a sales and F&I software Dealertrack
- Explaining repairs to customers Estimating cost and time needed for repairs Handling customer complaints
- Developed estimates by costing materials, supplies and labor.
- Implemented tracking systems to monitor parts inventory and transactions to reduce discrepancies.
- Communicated issues to the supervisor and helped develop solutions.
- Explained estimates and determined repair timelines to manage customer expectations.
- Scheduled appointments using Xtime software

2018-01 -  
2019-01

### Event Captain

*Stonehedge Hotel and Spa, Tyngsboro, MA*

- Hotel unfortunately went out of business
- Internal promotion from guest service representative to event captain Ensures completion of set up/breakdown for events Customer interaction and request accommodation Identified issues/concerns and implementing effective solutions
- Scheduling staff for set up/breakdown and events

60 WPM typing speed

Administrative support ●●●●● Excellent

CRM Software ●●●○○ Good

Supply ordering ●●●●● Excellent

Budgeting ●●●●● Excellent

2015-01 -  
2018-01

- Maintaining effective and efficient service during events
- Responsible for communicating any changes to events to all departments
- Coordinated catering services and planned menus to compliment event themes and selected musical or guest speaker entertainment.
- Oversaw preparation and management of event budgets to deliver at or below projected costs.

## Assistant General Manager

*Serenitee Restaurant Group, Middleton, MA*

- Internal promotion from hourly service and bartending role to management level
- Conducted weekly inventories and completed beverage orders
- Maintained consistent beverage cost of 23% or lower, exceeding company goals.
- Created schedules for hourly staff members
- Maintained social media marketing presence through providing daily content and guest interaction
- Demonstrated exceptional guest service skills through active problem solving
- Responsible for opening/closing procedures, including daily POS reconciliations, cash drops and justifications.
- Lead hourly staff in pre-shift meetings to ensure consistent communication of goals and standards as well as monthly employee performance reviews
- Interviewed and effectively participated in hiring and termination of employees.
- Oversaw inventory by ordering precise quantities of stock and executing corrective actions to drive profitability.
- Resolved problems promptly to elevate customer approval.

2013-02 -  
2015-09

## Case Manager/Reception/Bookkeeper

*Barry Feinstein & Affiliates, Peabody, MA*

- Increased referral rates by providing excellent service and building meaningful relationships with clients.
- Managed accounts and client records of clients, observing confidentiality and extreme discretion.
- Worked alongside attorneys, administrative assistants and fellow legal assistants on complex cases and legal processes.
- Interviewed and prepared intake sheets for clients.
- Completed document revisions, court document filings, travel arrangements and client billing.

- Analyzed client balance sheets for auditing purposes.
- Developed a positive working relationship with courts, clients, law enforcement members and attorneys.
- Scheduled appointments, court appearances and depositions for a busy law firm.



## Education

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**2017-01 -  
2020-11**

**Bachelor's Degree: Business Management**

*Southern New Hampshire University - Hooksett, NH*  
Summa Cum Laude, GPA: 3.87

- Continuing education in Software Development