



Antoine Gebran

Service Manager - Auutomotive

Profile

An experienced Service Manager with a strong background in the automotive industry. Proven track record of success in enhancing sales with minimum financial risks, implementing follow-up systems, and advising on markups and markdowns of rates. Certified Master Electric Golf with excellent communication, interpersonal, and leadership skills.

Employment History

Service Advisor & Floor and Reception Manager at ANB Boukather Motorbike Division, Naher el Mot

January 2022 — December 2023

- Managed daily operations of the floor and reception area to ensure efficient service delivery
- Intermediated between sales, marketing, and accounting departments to suggest new ideas for promotions and enhance sales
- Performed quarterly adjustments to sales figures and submitted weekly and monthly financial reports
- Monitored client accounts and implemented a follow-up system using spreadsheet tables
- Advised on the mark-up and mark-down of rates based on market behavior and competition

Service Advisor at ANB Boukather, Naher el Mot

January 2018 — January 2022

- Intermediated between customers and technicians to ensure efficient service delivery
- Provided excellent customer service and resolved customer complaints
- Conducted vehicle inspections and provided estimates for repairs
- Upsold additional services and products to increase revenue

Service Manager at VW Gabriel, Montreal

January 2014 — June 2018

- Managed daily operations of the service department to ensure efficient service delivery
- Supervised a team of technicians and service advisors
- Performed quarterly adjustments to sales figures and submitted weekly and monthly financial reports
- Monitored client accounts and implemented a follow-up system using spreadsheet tables
- Advised on the mark-up and mark-down of rates based on market behavior and competition

Service Advisor at VW Gabriel, Montreal

January 2011 — January 2014

- Intermediated between customers and technicians to ensure efficient service delivery
- Provided excellent customer service and resolved customer complaints
- Conducted vehicle inspections and provided estimates for repairs
- Upsold additional services and products to increase revenue

Details

Beirut

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Links

[LinkedIn](#)

Skills

Sales

Operations

Market Research

Marketing Strategies

Commercial Insurances

Accounting

Advising

Leadership

Research

Service Delivery

Customer Service

Communications

Languages

English

French

Arabic

Hobbies

Skiing, swimming

Service Advisor at Mazda Gabriel, Montreal

January 2010 — January 2011

- Intermediated between customers and technicians to ensure efficient service delivery
- Provided excellent customer service and resolved customer complaints
- Conducted vehicle inspections and provided estimates for repairs
- Upsold additional services and products to increase revenue

Airport Manager at Dollar Thrifty Automotive Group, Dorval

January 2005 — January 2007

- Managed the daily operations of the airport location
- Supervised a team of customer service representatives and rental agents
- Provided excellent customer service and resolved customer complaints
- Conducted vehicle inspections and provided estimates for damages

Sales & Marketing Manager at City Car Rent a Car, Beirut

January 2004 — December 2005

- Managed the sales and marketing activities of the company
- Developed and implemented marketing strategies to increase revenue
- Conducted market research to identify new business opportunities
- Supervised a team of sales representatives

Marketing at Obegi Consumer Products (Henkel), Zouq Mosbeh

January 1998 — October 2003

- Conducted market research to identify new product opportunities
- Developed and implemented marketing strategies to increase sales
- Coordinated marketing activities with sales and production departments

Insurance Broker at commercial Insurance

January 1995 — November 1997

- Intermediated between clients and insurance companies to provide insurance coverage
- Conducted risk assessments and provided insurance quotes
- Provided excellent customer service and resolved customer complaints

Education

Insurance, ST. JOSEPH UNIVERSITY

January 1992 — January 1993

Mont La Salle, Dmit el Berraniye

January 1985 — January 1992