



MASON HOOVER

6226 Lampton Pond Dr., Hilliard, OH 43026 · (614) 357 -5659

masonhoover06@gmail.com

Organized individual with a background in delivering high-quality customer service is seeking employment as an Entry Level Diesel Mechanic.

SKILLED IN MICROSOFT EXCEL, OFFICE, AND POWERPOINT. EXCELLENT CUSTOMER SERVICE SKILLS.
COOPERATIVE, INDEPENDENT, CONSISTENT, AND METICULOUS.

EXPERIENCE

DECEMBER 2018 – PRESENT

DELIVERY COORDINATOR & BDC AGENT, INFINITI-DUBLIN, OH

- Efficiently demonstrate how features of vehicles work to customers • Assist salesman with any duties they have
- Keep supplies in lobby stocked
- Assist customers in finding new/used vehicles
- Completing paperwork in an efficient time frame
- Effectively follow up with customers
- Conduct a wants/needs assessment to find the customer their perfect vehicle
- Negotiate deals to keep gross while also getting the customer the best deal
- Answer inbound phone calls effectively and schedule the correct appointment for the customer
- Efficiently follow up with customers regarding service appointments and other services

JULY 2018 –DECEMBER 2018

INVENTORY COLLECTOR, MEIJER- HILLIARD, OH

- Efficiently stocked shelves with the correct product
- Collected hole counts for different aisles
- Assisted customers with any and all questions they had in a timely manner
- Unloaded trucks and organized product

AUGUST 2016 –MAY 2018

HOST, MAX & ERMA'S- HILLIARD, OH

- Effectively spoke to guests while escorting them to their appropriate table
- Organized and managed a table for parties including 6 or more guests
- Maintained and organized the floor plan
- Assisted and cooperated with guests if a complaint was given
- Trained 3 new hosts' employees

EDUCATION & CERTIFICATIONS

FEBRUARY 2020

TECH TRACK, AMERICAN DIESEL TRAINING CENTERS, COLUMBUS, OH

**SELECTIVE PROGRAM DESIGNED TO SUPPLY INDUSTRY WITH VETTED, HIGH CHARACTER
PROFICIENTLY TRAINED TECHNICIANS. HANDS ON INTENSIVE 12- WEEK PROGRAM FOCUSING ON
PMI, ELECTRICAL, DIAGNOSTICS, BRAKES, AND EMISSIONS**

2018

DIPLOMA, HILLIARD BRADLEY HIGH SCHOOL, HILLIARD, OH