Maegan Elias

TIRE SHOP MANAGER

Phone (218) 452-9207
Email maegannelias38@gmail.com
Address Newtown, ND 58763

PROFESSIONAL SUMMARY

Dynamic Auto Underwriter at United Quality Coop, leveraging exceptional documentation and customer service skills to enhance operational efficiency. Proven ability in data interpretation and claims handling, contributing to improved client relations and satisfaction. Adept at multitasking and problem-solving in a fast-paced environment, ensuring timely service and accurate invoicing.

SKILLS

- Sales support
- Data interpretation
- Claims handling
- Customer service
- Multitasking
- Attention to detail
- Excellent communication
- Critical thinking
- Active listening
- Adaptability
- Relationship building
- Documentation
- Market research
- Data management
- Policy analysis
- Pricing strategies
- Teamwork and collaboration
- Teamwork
- Problem-solving
- Time management
- Self motivation
- Professionalism
- Decision-making
- Task prioritization
- Client relations
- Sales techniques
- Market trend analysis

EXPERIENCE

AUTO UNDERWRITER — UNITED QUAILTY COOP

Newtown, ND, *November 2024 - Present*

- Worked closely with other mechanics to maximize efficiency in completing jobs quickly.
- Documented services and repairs on work orders.
- Utilized computer diagnostic equipment to troubleshoot complex problems with modern vehicles.
- Communicated effectively with customers regarding repair estimates and timelines.
- Ensured that the shop was kept clean and organized at all times by sweeping floors daily.
- Educated customers on the need for regular maintenance checks on their vehicles.
- Verified accuracy of sales order entries before entering into system.
- Provided customer service support to clients regarding orders or product information.
- Generated invoices for customers based on purchase orders received from them.
- Coordinated with vendors to ensure timely delivery of goods or services ordered.

- Updated customer databases with relevant contact details whenever necessary.
- Answered phones professionally, taking messages when necessary.
- Developed and maintained filing systems for all shop documents, ensuring accuracy and timeliness of data entry.
- Demonstrated proficiency in Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook.
- Monitored cash flow at point-of-sale terminals to ensure smooth transactions.
- Greeted customers courteously and responded to their inquiries promptly.
- Answered telephones to give information to callers, take messages, or transfer calls.
- Greeted visitors and callers and handled inquiries and directed them to appropriate persons according to needs.
- Scheduled and confirmed appointments for clients, customers, and supervisors.

EDUCATION

GED
— MN GED
WARROAD, *Apr 2007*

REFERENCES

References available upon request