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PROFESSIONAL EXPERIENCE

Senior Customer Satisfaction Associate, *Autozone*, December 2023 - Present

- Use knowledge of products, services, and technical strategies to properly assist customers in solving a wide range of problems
- Providing excellent customer service and effective communication with both customers and employees to seamlessly deliver an exemplary customer service experience
- Operating an advanced point of sale system to search for products and appropriately bill for them
- Providing a quality customer experience over the phone including taking orders and offering helpful information

Automotive Technician, *Premier Subaru*, February 2022 - November 2023

- Diagnosed and resolved complex electrical and mechanical malfunctions
- Honed problem-solving skills to ensure customer satisfaction with repaired vehicles
- Worked closely with other team members to assist in the diagnosis and treatment of automotive issues
- Completed software updates in newer vehicles to ensure GPS, bluetooth pairing, and infotainment systems functioned well
- Attended classes to further develop electrical and mechanical skills

Performance Vehicle Technician, *Pro Edge Tuning*, September 2021 - February 2022

- Installed upgraded components on performance vehicles which included suspension, exhaust, and electrical components
- Fabricated parts and altered vehicles to make performance upgrades function properly
- Delivered a high standard of quality and craftsmanship expected by a demanding customer base

Automotive Service Manager, *Automotive Excellence*, March 2020 - June 2021

- Connected with customers and ensured their experience at the shop was exceptional
- Maintained a high level of organization when managing a multitude of repair orders simultaneously
- Received and managed phone calls, often from customers experiencing significant difficulty with their vehicles
- Worked closely with team members and acted as a liaison between clients and technicians
- Followed up with customers throughout the repair process

Automotive Service Advisor, *MINHS Automotive*, August 2018 - March 2020

- Wrote estimates for repair work and sourced parts for required repairs
- Pitched required repairs to customers and received approval to perform work
- Answered phone calls and used strong interpersonal skills to provide service when working with a wide range of customer automotive concerns

EDUCATION

Bard College, Annandale-on-Hudson, NY

Bard College at Simons Rock, Great Barrington, MA

Bachelor of Arts in Environmental Studies & Biology

Cum laude, Dean's List & Merit Scholar

Uconn School Of Engineering EdX Coding Bootcamp

SKILLS

- Exceptional interpersonal knowledge and ability to connect with clients and coworkers
- Entry level web developer comfortable with CSS, HTML, Javascript, Node, and OOP
Basic experience with C++ in robotics, and familiarity with Linux
- Experience working with a range of clients, from those seeking vehicle improvements to those with significant repairs needed
- Meticulous attention to detail when reading and writing code
- Asking follow-up questions to refine and perfect code and debug as needed
- Personal and professional knowledge regarding software and electrical components of vehicles and computers
- Ability to provide positive client service experiences by providing appropriate support