

DEL SNODE

503-867-5476

SUMMARY

- A dealership experienced and award winning Service Manager.
- Master certified in Service Management, Commercial Service Management and Body shop Service Manager.
- Credited for successfully guiding the Service Department through an inherited GWMS counseling audit process, Blue Oval process and maintaining a very clean 126 & Warranty Schedule.
- Maintained Class Eight Tractor and Trailer Sales Dealership as well as DMV & USDOT requirements.
- Processed credit applications for Lease purchase funding. Including insurance and powertrain warranties.

CAREER HISTORY

2008 – 2013 TUCKER CAPITAL INC. / Cross Country Truck Sales
Asset Director/ General Mgr. of CCTS

Processed used class 8 equipment for resale from check in evaluating condition & value to facilitating the final sale to the end user to include needed repairs to being DOT certified.

Administrated nationwide repairs of all entities of the Tucker Capital Leasing and Ascent Transportation operation to include: CPP and Premium 2000 power train warranties, Maintenance and all repairs, The ARRP insurance collision coverage program.

Processed repossession of equipment from securing it, evaluating it and moving it to one of our locations for resale.

Maintained all inventory AHFS "Assets held for sale" data to include specs and locations.

Developed and implemented the companywide Work request system for all Equipment repairs utilizing nationwide vendors.

Purchased late model units for resale and to put into service in our Great Wide Freight company agency. Performed on boarding requirements for drivers and Equipment. Worked closely with our dispatching operations to problem solve Any issues to ensure loads were delivered on time.

2006 – 2008 DICK HANNAH LINCOLN-MERCURY/SUBARU
Service Director

Service Director for dual line dealership consisting of complete auto service departments and Auto reconditioning center. Achieved Mercury Elite status (equal to Ford Blue Oval) and received Subaru's Circle of Excellence Service Silver Level award.

1992 - 2006 **DICK HANNAH FORD (Formerly Town & Country / Coliseum Ford) Portland, OR**
Service Manager

Service Manager for a Service Department consisting of 4 Advisors and 20 Techs producing 3000 labor hours a month. At present and since I have incorporated needed processes we have a very clean warranty schedule and have achieved FMCO Level One status. I have always been self driven to accomplish maximum results with minimum exposure. I have been deemed an excellent problem solver by all my past supervisors. I believe in positive energy to build relationships with employees and customers. Lead by example and just do the right thing to earn everyone's trust. To accomplish a successful and profitable team you must be trustworthy, treat all with respect customers and employees alike. All success will come from the ability to build a winning team.

1990 - 1991 **NORTHSIDE FORD TRUCKS** Portland, OR
Service Manager

Service Manager of 21 mechanics in a union shop. Gold Medallion recipient for CSI. Dealership of Ford light and heavy trucks. Authorized Cummins, Cat, Detroit Diesel and Oshkosh Chassis as well as vendors. Responsible for all shop activities as well as recent union contracts negotiations. Liaison between Ford Company and customers and also between Ford Company and vendors.

1980 - 1990 **WOODPECKER TRUCK AND EQUIPMENT**
Service Manager 1984 – 1990

Supervised 32 mechanics in a dual line dealership servicing Navistar and Western Star trucks. Additionally authorized as a Cummins, Cat and Detroit Diesel Service repair facility. Responsibilities were that of overseeing the Service Department, Welding Shop and the Body Shop.

Night Shift Foreman 1980 – 1984

1974- 1980 **DIESEL SERVICE UNIT CO Peterbilt**
Assistant Service Manager / Apprentice Mechanic

Duties began as an Apprentice Mechanic and later began working two shifts and assumed the position of Service Writer, Warranty Manager, Part time Parts and Assistant to the Service Manager.

EDUCATION AND TRAINING

Ford Service and Parts Seminar
Completed Ford, Class 8 Trucks Warranty and Policy School

Attended all Cummins, Cat, Detroit, and OEM. Update seminars for the all Applicable Product lines.

Previous President of the Portland Region Parts & Service Manager Club. The longest consecutive running club in the USA.

Former chair of the Ford ASSET committee @ Mount Hood Community College.

REFERENCES AVAILABLE UPON REQUEST