Samuel Russakov

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PC and Automotive Enthusiast

Reliable, self starter, quick learner, detail oriented professional with 10+ years of hands on experience in a fast paced automotive service environment. Excels at troubleshooting technical issues, building strong customer relationships, coordinating logistics, and adapting quickly to new systems and processes. I'm eager to use my established skills to propel myself into my future career.

EXPERIENCE

Automotive Parts Driver

Audi Fletcher Jones, Costa Mesa, CA

Oct. 2022 – June 2026

- Coordinated and delivered automotive parts accurately and on time to internal teams and external clients, ensuring high customer satisfaction and operational efficiency.
- Collaborated closely with parts associates to maintain an organized and efficient department.
- Handled payment collection and resolved discrepancies promptly, demonstrating strong attention to detail and accountability.
- Applied problem solving skills to address delivery challenges and maintain accurate order fulfillment.

Lead Service Vehicle Coordinator

Sterling BMW, Newport Beach, CA

Oct. 2019 – Aug. 2022

- Trained and supervised service valet team on departmental procedures, improving team performance and service quality.
- Mastered BMW iDrive system to provide technical assistance to customers and enhance their experience.
- Managed loaner vehicle check-in/out processes using company software, tracking fleet status and maintenance needs.
- Built and sustained long-term customer relationships through proactive communication and personalized support.

Education

- Bachelors in Business Communications, SNHU, 2025

Certifications

- Aha! Product Management Professional Certificate
- Hootsuite Social Media Marketing Professional Certificate

SKILLS

- Customer Service & Relationship Building
- Product Strategy
- Technical Troubleshooting & Diagnostics
- Social Media Marketing
- Brand Storytelling
- PC component & software knowledge
- Quick Learning of Software/Systems (e.g., vehicle infotainment, fleet management tools)
- Problem-Solving & Attention to Detail

Head Service Valet

Weir Canyon Honda, Anaheim, CA

July 2017 – Oct. 2019

- Guided customers through the service process, explaining technical details clearly to ensure understanding and satisfaction.
- Performed basic vehicle diagnostics including alignment checks, battery health assessments, and reading Diagnostic Trouble Codes (DTCs).
- Coordinated vehicle parking and organization to support efficient operations.

Service Porter

Villa Ford, Orange, CA

July 2015 – July 2017

- Conducted vehicle inspections (alignment, battery health, DTCs) and prepared vehicles for service.
- Detailed and washed vehicles to high standards, ensuring quality presentation.
- Managed service lot organization and parking to maximize space and efficiency.
- Greeted customers, assigned them to advisors, and provided initial support to enhance first impressions.

VOLUNTEER EXPERIENCE

Online Community Senior Admin

- Worked with community owner to implement content ideas, increase member satisfaction, and drive member growth.
- Trained incoming staff members on the processes, LUA commands, and tools required to fulfill duties.
- Resolved conflicts amongst staff and members.
- Created informational posts for the user base and actively added to and moderated for the community website.

- Team Collaboration & Training
- Time Management & Logistics Coordination
- Adaptability in Fast-Paced Environments

AWARDS

Graduated Summa Cum Laude (Ceremonial), SNHU, 2025