

# Barry L. Bookman

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## RESUME

I have worked in the automotive industry for over 25 years, starting as an entry-level mechanic and working my way to management. I currently offer my services as a consultant and expert witness primarily in the areas of shop and labor practices, automotive repairs and maintenance, and regulatory compliance. In 2003, I fulfilled a lifelong goal and graduated the Police Academy at Napa Valley College. Not wanting to be a full-time police officer, I returned to the automotive industry. I also chose not to return to management as I wanted more flexibility to be with my family and offer my services as a consultant. My work history follows:

### Employment History

- |                 |  |
|-----------------|--|
| 08/14 - Present | <u>Semi-Retired</u>  |
| 2001 - Present  | <u>Consultant and Expert Witness</u><br>Automotive issues, primarily shop and labor standards, automotive practices and regulatory compliance.                                 |
| 09/03 - 08/14   | <u>Service Advisor (and acting Service Manager from 7/09 to 09/10)</u><br>Michael Stead Chevrolet Cadillac<br>2390 North Main Street<br>Walnut Creek, CA 94596<br>925-934-9300 |
| 1/03 - 7/03     | <u>Attended/Graduated Police Academy</u><br>Napa Valley College – Criminal Justice Training Center<br>2277 Napa Vallejo Highway<br>Napa, CA 94558<br>707-253-3255              |
| 8/01 - 11/02    | <u>Service and Body Shop Manager</u><br>Napa Chrysler Jeep Dodge<br>333 Soscol Ave.<br>Napa, CA 94559<br>707-224-3166.   |

**Employment History (continued)**

9/00 - 6/01            Parts and Service Director (over two dealerships) for Sonic Automotive  
                              - First Dodge of Marin, CA  
                              601 Francisco Blvd East  
                              San Rafael, CA 94901  
                              415-258-4900  
  
                              - First Ford of San Rafael, CA  
                              619 Francisco Blvd. East  
                              San Rafael, CA 94901  
                              415-453-8501

5/00 - 9/00            Service Manager  
                              Turner Nissan  
                              1761 Fulton Ave.  
                              Sacramento, CA 95825  
                              916-488-5400

8/99 - 5/00            Service Manager  
                              Michael Stead's Hilltop Chrysler Plymouth Jeep  
                              3291 Auto Plaza Dr.  
                              Richmond, CA94806  
                              866-906-1627

3/99 - 8/99            Service Advisor  
                              Vacaville Dodge Chrysler Plymouth Jeep  
                              681 Orange Drive  
                              Vacaville, CA 95687  
                              707-449-8900

9/95 - 3/99            Service Manager  
                              Service Advisor  
                              Michael Stead's Walnut Creek Jeep Eagle Olds GMC  
                              2404 North Main St.  
                              Walnut Creek, CA 94596  
                              888-551-8603

9/86 - 9/95            Service Manager  
                              Service Advisor  
                              Shop Foreman and Technician  
                              Lloyd Wise Nissan Honda Olds GMC  
                              10550 International Blvd.  
                              Oakland, CA 94603  
                              510-638-4800

## Certifications and Industry and Community Involvement

- ABYC Marine Corrosion Certification - (pending)
- ABYC Certified Marine Electrician – 2016
- ABYC Marine Systems Certification – 2016
- FCC Amateur Radio License – General Class - 2016
- GM Professional Service Guild - Gold and Platinum Level Certified
- Ranked 1<sup>st</sup> of 1,679 Western Region Chevrolet/Cadillac Service Consultants for training and customer service satisfaction - 2004
- Police Officers' Standards and Training Certified - July 2003
- Chrysler New Dealer Conference, Troy, MI – Attendee, 2000
- OSHA Regulatory Seminar, Pleasanton, CA – Attendee, 2000
- Chrysler Warranty Conference, Detroit, MI – Attendee, 1999
- Gold Certified Service Manger – Chrysler, 1999
- Nissan Master Technician, 1993
- Automotive Apprenticeship Certificate of Completion - Chabot College, 1990
- Trustline Registered with California Dept. of Health and Human Services (Registry #N6574781)
- Benicia Emergency Response Team Member
- State of California Dept. of Justice Firearms Safety Instructor
- Certified National Rifle Association Instructor (rifle/pistol/personal protection)
- Certified National Rifle Association Chief Range Safety Officer

## Principal Duties and Skills

- Supervise and direct employees.
- Resolve customer concerns and complaints.
- Implement employee guidelines to better serve customers.
- Implement follow-up procedures to improve CSI.
- Plan and implement all service advertising.
- Track and schedule technician training.
- Schedule safety meetings, perform shop inspections and effect repairs to keep the shop a safe working environment and in full compliance with OSHA requirements.
- Track advisor and technician productivity, counsel and train when required.
- Implement corporate, dealer, and governmental policies, procedures and regulations for service advisors and technicians.
- Hire, motivate, discipline, counsel and terminate employees when necessary.
- Fluent with Reynolds & Reynolds® computer systems, as well as Word and Excel programs.

*References available upon request.*