

Geoffrey J. Jordan

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SUMMARY

Accomplished **Ford Master Certified Service Manager** and **Commercial Vehicle Center Service Manager** with extensive Ford Customer Service and STARS training. Proven success leading high-volume service departments, improving profitability, and sustaining elite CVP performance (maintained **4.92+ CVP** as Service Director). President's Awards

Experienced in **department operations, project management, warranty administration, financial controls, customer service excellence, business development**, and staff leadership. Advanced proficiency in **MS Office, iOS, QuickBooks**, and multiple Ford business applications and dealership management systems.

PROFESSIONAL EXPERIENCE

Shults Ford Group — Pittsburgh, PA

Parts & Service Director | 2021–Present

- Lead all service and parts operations for a high-volume urban Ford dealership.
 - Manage department profitability, budget oversight, and operational efficiency.
 - Oversee warranty operations and administration to ensure compliance and accuracy.
 - Direct Express Lane, Detail Department, Ford Mobile Service, and customer service programs.
 - Responsible for estimating, invoicing, PA State Inspection administration, and Reynolds ERA Ignite system operations.
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Kenny Ross Auto Group — North Huntingdon, PA

Parts & Service Director | Service Manager | Service Advisor | 2014–2021

- Ford Master Service Manager and CVC Service Manager.
- Directed all aspects of service operations, profitability, and customer satisfaction.

- Managed warranty operations, Quick Lane and Ford Mobile Service F550 team, and technician scheduling via X-Time.
 - Oversaw customer invoicing, estimating, and PENNDOT State Inspection & Emissions compliance.
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Jerry Taylor Ford — Grove City, PA

Service Advisor / Assistant Manager | 2009–2014

- Supervised service department operations for a Select Ford dealership.
 - Managed scheduling, estimating, customer service, invoicing, and PA State Inspection compliance.
 - Served as Dealership SYNC Specialist and warranty administrator.
 - **Three-time e2 Employee Excellence Award recipient (2011–2013).**
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Newmil Marine Inc. — Ft. Lauderdale, FL

Project Manager | 2006–2009

- Led field teams restoring, maintaining, and repairing mega-yachts across Florida and California.
 - Specialized in full-vessel restoration, refinishing, painting, and interior/exterior woodworking.
 - Coordinated multi-disciplinary project teams and client expectations on high-value assets.
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EDUCATION

Franciscan University, Steubenville, OH
Business Administration (GPA 3.4) | 2004–2006

US Marine Corps, Camp Lejeune, NC
Marine Expeditionary Force | 2000–2004

- Squad Leader deployed to Africa, Middle East, and Europe.
- Awarded **Navy & Marine Corps Medal for Combat Valor** (2003).

Duquesne University, Pittsburgh, PA
Business Administration | 1999–2000

TRAINING & CERTIFICATIONS

- Ford STARS Service Training & Certification Programs (2010–2025)
- President’s Award Winner (2021, 2023)
- e2 Employee Excellence Awards (2011–2015)
- Marine large-vessel/yacht restoration & maintenance
- Certified heavy equipment operator; firefighting certified
- Marine Corps leadership, combat, and survival training

ADDITIONAL LEADERSHIP & COMMUNITY SERVICE

- Marine Corps League- (2024-Present)
 - Ford ACE Program Advocate (2019–Present)
 - Ford ASSET Advisory Board Member, CCAC Oakdale (2017–2021)
 - CWCTC Advisory Board Member (2018–2021)
 - Board of Directors, Pittsburgh Harlequins — Secretary (2018–2019)
 - President, Pittsburgh Harlequins Rugby Club, DI MARFU (2012; 2016–2018)
 - Captain, Pittsburgh Harlequins Rugby Club, DI MARFU (2011, 2014)
 - Head Coach, Grove City College Rugby Club (2012–2014)
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