

BRANDON REBUCK

SERVICE MANAGER, TESLA

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PROFESSIONAL SUMMARY

Service Manager at Tesla and experienced operations leader with a record of developing high-performing teams and leading complex, fast-paced operations. Brings a disciplined approach to service, safety, quality, customer experience, and team development, with prior responsibility for an organization of more than 650 people.

CORE STRENGTHS Service Operations | Large-Scale Team Leadership | Customer Experience | Safety & Quality | Process Improvement | Leader Development

650+ team members supported	7 direct-report Operations Managers	36 leaders and supervisors
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PROFESSIONAL EXPERIENCE

TESLA

Apr 2025 - Present

Service Manager

- Lead a service team of 14 technicians and 4 service advisors responsible for servicing approximately 250 vehicles per week.
- Direct day-to-day service operations in a fast-paced automotive environment, balancing customer experience, safety, quality, team performance, and efficient execution.
- Coach and develop service team members, establish clear operating rhythms, review performance, and remove barriers to strong execution.
- Partner across service, parts, delivery, and support functions to improve workflow, customer outcomes, and operational consistency.

AMAZON

Apr 2023 - Dec 2024

Senior Station Manager

- Served as site leader for an Amazon Logistics last-mile delivery station, driving safety, quality, capacity, people, and cost performance.
- Led an organization supporting more than 650 Amazon associates and 10 third-party delivery service providers employing approximately 950 delivery drivers.
- Maintained a span of control that included 7 direct-report Operations Managers overseeing 24 salaried leaders and 12 hourly frontline supervisors.
- Established leader development rhythms, including monthly one-on-ones and development sessions, supporting promotions through senior manager level.

AMAZON

Jun 2022 - Apr 2023

Operations Manager

- Led on-road operations for 10 third-party delivery service providers running up to 475 daily delivery routes across the Dallas-Fort Worth area.
- Managed salaried and hourly leaders while coordinating with safety, learning, fleet, capacity planning, finance, and production planning teams.
- Led the largest site-level Electric Delivery Vehicle rollout in the Amazon Last Mile network and developed the supporting driver training plan.
- Improved the peak-season hiring funnel by increasing candidate show rate and reducing stalled candidates in third-party hiring queues.

PROFESSIONAL EXPERIENCE (CONTINUED)

AMAZON

Oct 2021 - Jun 2022

Site Lead

- Led the launch of an Amazon Logistics delivery station, owning operational planning, leadership development, financial execution, labor planning, and capacity planning.
- Created a 60-page launch plan and coordinated cross-functional task ownership, helping the site become the only new launch ranked among the top three in North America for network quality.
- Organized community service partnerships with a homeless shelter, food bank, and local school district.

AMAZON

Mar 2019 - Oct 2021

Area Manager

- Managed multiple salaried leaders with a total span of control of approximately 300 people.
- Supported the Texas Region image audit team during the first months of the coronavirus pandemic, helping provide continuous coverage across Texas delivery stations.
- Developed and presented a cross-functional proposal to install building waterlines, improving safety, associate experience, and operating cost.

EARLIER EXPERIENCE

AMAZON

Sep 2017 - Mar 2019

Shift Assistant

- Led more than 250 associates across multiple shifts with daily volume up to 119,000 packages.
- Managed dynamic sorts and delivery dispatch while maintaining safety, quality, and speed.
- Relaunched the Associate Safety Committee and implemented a recurring safety-saves program.
- Planned a wave-dispatch model supporting a rapid increase in delivery routes during peak season.

AMAZON

Jan 2017 - Sep 2017

Associate

- Supported inbound, outbound, sortation, and dispatch processes while resolving virtual and physical workflow issues within service-level expectations.

ENTERPRISE

Jan 2016 - Jul 2016

Service Agent

- Supported customers during vehicle pickup and managed the real-time upgrade list to keep requested vehicles available.

EDUCATION

University of North Carolina at Greensboro

Business Administration - 80 credit hours completed, December 2015

TOOLS & CAPABILITIES

Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Tableau, Power BI, and Asana

Leadership: Large-scale operations, team development, coaching, cross-functional alignment, change management, and performance rhythms

Operational: Service operations, safety, quality, capacity planning, cost management, process improvement, and root-cause analysis