

ROBERT SMITH

Assistant Parts Manager III

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Looking to work for a professional company, best known for high customer satisfaction, specializes in detail, and high retail sales. Target and work with high impact Ford, Motorcraft and Omnicraft Parts potential dealers to increase purchases and sales of those part

EXPERIENCE

Assistant Parts Manager III

ABC Corporation - 2003 - 2011

- Trained all new parts sales staff, delivering training sessions; reviewing staff job results and learning needs, developing and implementing new product training.
- Evaluated and researched competing parts department stores, and gathered information such as style, quality, and prices of competitive merchandise.
- Purchased inventory by researching emerging products; anticipating buyer interest; negotiating volume price breaks; placing orders; verifying receipt of orders.
- Originated display ideas; following display suggestions or schedules; constructing or assembling prefabricated display properties; producing merchandise displays in windows and showcases on the sales floor.
- Planned and prepared monthly coupon flyers.
- Promoted sales by demonstrating merchandise and products to customers.
- Assisted customers by providing information; answering questions; obtaining merchandise requested; completing payment transactions; preparing merchandise for delivery.

Assistant Parts Manager

Delta Corporation - 1998 - 2003

- In charge of managing the parts department staff and overseeing all daily transactions Responsible for processing all internet and phone orders in .
- Managed client relations Instrumental in organizing strategy to increase winter sales during local areas agriculture business cyclical turn down .
- Build up parts sales in new territory, manage inventory, cores, and warranty.
- Handle call in, walk in, and direct sales of parts.
- Handle customer orders and inquiries Handle all shipping and receiving Assisted with ordering inventory.

- References Professional Mike MacEntyre VWoA RASE Aftersales [] Pat Hayes Subaru of America QTM [] Paul Ventimiglia Subaru of America Marketing .
- Responsible for computer software upgrades Assisted customers, technicians and sales people Responsible for incoming and outgoing calls Responsible .

EDUCATION

- - (San Fernando High School - San Fernando, CA)

SKILLS

High Level of Customer Service, People-Oriented, Knowledge, and Ability of Parts Pricing Procedures.