ROBERT SMITH

Jr. Fixed Operations Director

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SUMMARY

Over 35 years' experience in the automobile dealership industry, including Fixed Operations Director, Parts and Service Director, Service Manager, Body Shop Manager, and Service Advisor. Background includes the establishment of programs to increase profitability, customer and employee satisfaction.

SKILLS

Microsoft Office, Excel.

WORK EXPERIENCE

Jr. Fixed Operations Director

ABC Corporation - 1992 – 1993

- Hired as the Service Manager for Pat Peck Honda, after exceeding corporate budget numbers for the first quarter.
- Promoted to Fixed Operations Director for all Pat Peck stores in Gulfport, MS.
- Achieved 100% training for service advisors and technicians.
- Reduced warranty expense by a combined 78%.
- Responsible for 35 employees service advisors, parts department, porters, cashiers, technicians for main shop and express technicians, warranty administrator and rental coordinator.
- Combined experience of a service manager and the applied position Strong leadership and organizational skills Outstanding communication.
- Determined the training needs of each employee and schedule classes to maintain certification levels.

Fixed Operations Director

Delta Corporation - 1991 – 1992

- Manage operations of a $12 million parts, service, and body shop.
- Car Lines Pontiac, GMC, Oldsmobile, Jeep, Honda, and Acura.
- Achieved a Fixed Operations growth from a month to over in sales.
- Oversaw a Fixed Operation that exceeded 81% absorption.
- Increased net profit from a year.
- Achieved 100% training for all car lines, technical, advisor and management.
- This is Dummy Description data, Replace with job description relevant to your current role.

SCHOLASTICS

- Computer Science - 1980(Augusta College - Augusta, GA)

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