ROBERT SMITH

Internet Manager/Technician

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Proven ability to utilize inspiring leadership, personal drive, creative vision, and analytical skill to yield successful delivery of both team and individual goals, actively contributing to organizational growth.

NOVEMBER 2013 – NOVEMBER 2014

INTERNET MANAGER/TECHNICIAN - ABC CORPORATION

- Directly trained and managed team of 3 employees continuously calling customers for sales appointments.
- Additionally assisted with action plans for salespersons to achieve monthly projected goals.
- Maintained dealership website to include pictures, promotions, and current inventory.
- Created specials designed to stimulate sales based on age of inventory.
- Assisted in direct sales management including customer interaction to close deals on the sales floor.
- Developed a 180 day process to follow up with in market customers targeting manufacturer requirements involving a new online lead.
- Trained in phone skills and 10 steps to a sale.

APRIL 2012 – NOVEMBER 2014

INTERNET MANAGER - ABC CORPORATION

- Maintained dealership website with vehicle specifications, availability, pictures, and promotions.
- Recommended specific new-car inventory needs by color, model and equipment based on customer and market analyses.
- Created Internet promotions and advertisements based on sales needs.
- Set goals and objectives for gross and net sales and key expenses on a monthly and annual basis and preparing an operating budget for the department.
- Processed commission sheets and monitored payroll.
- Assisted individual salespeople in setting aggressive yet realistic monthly goals and plans of action to achieve their goals.
- Assisted in direct sales and closing deals.

EDUCATION

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SKILLS

MS Office, CRM, Inside Sales, Call Center.