

ROBERT SMITH

Internet Sales Director/Coordinator

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SUMMARY

Seeking a management position with an organization where I can utilize skills and experience to improve operations, increase profitability, and enhance growth.

CORE COMPETENCIES

Sales & Marketing, Management Experience, Business Development.

PROFESSIONAL EXPERIENCE

Internet Sales Director/Coordinator

Antwerpen Toyota - 2012 – 2020

Key Deliverables:

- Satisfying the transportation needs of internet generated customers by coordinating with finance department, service, and/or collision centers.
- Directing customers to product information resources, including those available on the Internet.
- Assisting customer in selecting vehicles.
- Screening and coordinating with customers to bring them into the store for proper vehicle demonstrations and to ultimately close the sale/lease.
- Scheduling first appointment and subsequent services visits as needed.
- Devising a strategy to meet goals while maintaining high level of customer service.
- Following up with ongoing customer database to capture repeat business.

Internet Sales Director

Delta Corporation - 2001 – 2006

Key Deliverables:

- Collaborated with department managers, product experts, manufacture company representatives, and graphic designers to design web portals.
- Designed and developed web, email, and phone techniques to effectively reach customers.
- Manage multiple personnel and product lines; maintain efficient data and records of communication and processes.
- New and Used Car Sales via the Internet.
- Increased accountability of Internet Department by tracking all phone calls into dealership Created Return on Investment Reports to justify more lead .
- New and Used Car Sales via the Internet.
- Hired and Trained other Internet Sales Guides Started Internet Dept from Scratch including acquiring leads etc.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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