

# Robert Smith

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## Internet Sales Director

### SUMMARY

Results-driven sales professional with 20+ years of sales & business development to account management. Solid communication and leadership skills along with a positive and winning personality.

### SKILLS

MS Office Suite, Learning Management Systems, General Motors Certified Internet Manager, PowerPoint, MS Excel.

### WORK EXPERIENCE

#### Internet Sales Director

Patrick Auto Group - 2015 - 2020

- Hired to train staff and help drive sales up.
- Manager of two stores, each fully staffed with their own bdc.
- Schedule and manage ten representatives; teach employees successful sales and closing techniques.
- Provide exceptional customer service resulting in repeat business and referral business.
- Increasing showroom visits by at least 20% monthly resulting in higher overall sales.
- Ensure employees provide highest standards of customer satisfaction and quality service at all times.
- Tracking all customers to ensure prompt response time and monitoring follow up within the.

#### Internet Sales Director

Delta Corporation - 2002 - 2006

- 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.
- Responsible for the operation of entire department including- managing staff- training- purchasing online and print advertising- working deals- .
- Increased average monthly sales from less than 10 units/month to an average of better than 30 units/month while increasing revenues of better than 90%.
- Developed unique processes for marketing inventory and sales process Completed Internet Sales/Marketing Management Training.
- Hiring - training - scheduling - changing and strengthening processes - budgeting - lead strength analysts - monthly meeting with GM and Owner - .

### EDUCATION

Associates - (Joliet Junior College - Joliet, IL)