



HARPER LEWIS

Parts Counter Person



PROFESSIONAL SUMMARY

Dynamic Parts Counter Person with 7 years of extensive experience in the automotive industry, focusing on customer service excellence and precise inventory control. Proficient in utilizing electronic parts catalogs for efficient order processing and invoicing. Bilingual in English and Spanish, I build strong relationships with customers and colleagues, ensuring seamless operations and outstanding service.



WORK EXPERIENCE

Parts Counter Person

Mar / 2021-Ongoing

Seaside Innovations

Santa Monica, CA

1. Managed customer inquiries and provided expert advice on automotive parts and accessories.
2. Maintained accurate inventory records and ensured timely replenishment of stock levels.
3. Utilized electronic systems for order processing, invoicing, and inventory management.
4. Developed strong relationships with customers to enhance satisfaction and loyalty.
5. Processed warranty claims and coordinated with suppliers for returns and exchanges.
6. Trained new staff on inventory management systems and customer service protocols.
7. Collaborated with technicians to ensure accurate parts delivery for vehicle repairs.

Parts Counter Person

Mar / 2018-Mar / 2021

Summit Peak Industries

Denver, CO

1. Handled incoming stock orders and ensured proper storage and organization of parts.
2. Delivered parts to customers and provided exceptional service during transactions.
3. Assisted in the processing of returns and checked in parts for repair.
4. Conducted regular inventory audits to maintain accurate stock levels and minimize losses.
5. Proactively identified customer needs and recommended appropriate parts solutions.
6. Managed shipping and receiving duties, ensuring timely and accurate order fulfillment.



EDUCATION

Associate of Applied Science in Automotive Technology

Mar / 2015 - Mar / 2018

City College of San Francisco

Denver, CO

Studied automotive systems, diagnostics, and repair techniques.

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SKILLS

Reynolds & Reynolds Software



Parts Fabrication Techniques



Forklift Operation And Safety



Parts Handling And Rigging



Sales Reporting



Customer Relationship



INTERESTS

Scuba Diving

E-sports

Reading Fiction

Puzzle Solving



STRENGTHS



Stewardship



Teamwork



Tenacity



Vision



LANGUAGES



English



French



Italian



ACHIEVEMENTS



Increased parts sales by 20% through exceptional customer service and upselling strategies.