Robert Smith

Service And Parts Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Service And Parts Manager with 2+ experience working in a body shop environment and a total of 2 years working in the automotive industry. Maintain stock at a level that enables auto body shop technicians to complete their work without delay. Have knowledge of stock-control systems so that they can effectively record and analyze the movement of parts. A successful, determined and extremely organized person with a perfect attendance record that embraces new challenges to further progress within a company.

WORK EXPERIENCE

Service And Parts Manager

ABC Corporation - August 2014 – May 2016

Responsibilities:

- Managed the parts department and handled all purchases and sales.
- Maintained profitability and productivity of parts operations through effective inventory control procedures.
- Worked directly with the service department to provide parts needed to complete repairs.
- Handled the tasks of analyzing sales, expenses, and inventory monthly to achieve goals of profit.
- Interfaced with vendors concerning pricing, availability, damaged product, buy-backs, and special orders.
- Acted as interim manager in the absence of the other managers, assumed all duties required of those departments accurately executed all cycle returns, warranty returns, and dealer-to-dealer transfers.
- Handled all customer complaints in order to ensure maximum customer satisfaction controlled over 20,000 items (heavy equipment parts).

Parts Manager Internship

ABC Corporation - February 2014 – July 2014

Responsibilities:

- Analyzed sales, expenses, and inventory on a daily, weekly and monthly basis to maintain profit goals.
- Monitored employees daily productivity reports and corresponding payroll records.
- Maintained a balanced inventory consistent with the requirements of the service department, body shop, wholesale accounts, and the "self-service" retail customer.
- Established pricing parameters in each category that generate sufficient gross profit to produce a satisfactory profit while maintaining customer loyalty.
- Implemented aggressive marketing and sales promotions plan to increase parts department business for wholesale accounts and "self-service" retail customers.
- Complete redesign and layout of warehouse for maximum efficiency and ease of use.

SKILLS

Maintenance Management, Sales Calls, Outside Sales Management, Parts Inventory Management, Physical Inventory, And Reconciliation, Fleet And Wholesale Knowledge

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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- Took advantage of all manufacturers inventory co-op advertising as part of sales promotions.

Education

Mechanical Engineering Technologies - 1981(Southern Polytechnics State University - Marietta, GA)Diploma in Automotive Technology - September 1997(Lake Area Technical Institute - Watertown, SD)

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