

ROBERT SMITH

Parts Sales Manager/Sales Executive

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Parts Sales Manager equipped with extensive experience in retail management and sales. Employs excellent leadership skills and multi-tasking strengths. Adept at communicating company mission and directives. Clearly explains the reasons behind store policies and procedures to foster employee compliance. Driven skilled in providing creative solutions to customer complaints. Trains retail associates on sales techniques and crisis management.

EXPERIENCE

Parts Sales Manager/Sales Executive

ABC Corporation - MARCH 2003 - MARCH 2003

- Delivered excellent customer service by greeting and assisting each customer.
- Addressed customer inquiries and resolved complaints.
- Stocked and restocked inventory when shipments were received.
- Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
- Fulfilled customer shipping needs using FEDEX and FEDEX methods.
- Trained staff to deliver outstanding customer service.
- Addressed and corrected sales staff communication issues in a tactful and effective manner.

PARTS SALES MANAGER

ABC Corporation - 2001 - 2003

- At AutoZone, I sold auto parts to customers.
- Helped them find the correct part using the server we were provided.
- Maintained the store and supervised other workers.
- Was tasked to unload the trucks as they came to deliver parts, then I would stock the freight to their correct homes.
- Was also tasked to do paperwork, banking, and inventory management.
- Received two awards while working there.
- Received the Shrink Buster award for loss prevention, and the Extra Miler Award for exceptional customer service..

EDUCATION

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SKILLS

Management, Customer Service, Communication, Sales,.