Associate. Used Car Manager

ROBERT SMITH

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Objective

Familiar with the process of ordering & managing vehicles for inventory in the excess of overplus vehicles. Proficient with applications and reports.Experience with the purchasing of used vehicles to include service dispatching and accounting for reconditioning for these vehicles.

Skills

Inventory Management, Financial Management, Management, Contract Funding, Menu Selling.

Work Experience

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ABC Corporation - 1989 – 1991

- Originally hired as Used Car Manager to revitalize the department that had been under-performing.
- Responsible for setting sales goals, advertising, inventory control, merchandising, and customer service.
- Hired, trained, and motivated a staff of employees, including management, sales teams, and support personnel.
- Monitored sales performance and provided coaching and feedback to maximize productivity.
- Establish and implement policies, goals, objectives, and procedures for the preowned department.
- Approve and check the work of technicians and detailers to ensure that the cars are ready for the lot.
- Plan and direct staffing, training and performance evaluations to develop and control sales and service programs.

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ABC Corporation - 1985 – 1989

- Managed revenue through the purchase and trade of vehicles from customers and other dealerships, the sale of used vehicles, approving repairs to vehicles to pass inspection before being placed on the lot, and adjusting prices of vehicles due to seasons and the time on the lot.
- Managed paperwork from the time of the purchase or trade to repair approval, repairs, and inspection, to the sale of that vehicle.
- Managed used car inventory by organizing the lot and advertising through Autotrader and Fitzmall.com.
- Used online tools to drive interest and traffic through online leads and lot traffic.
- Drove production through sales personnel through training, inspection and accountability.
- Managed customer relations by introducing myself during each transaction, reaching out to leads before closing the file, and addressing escalations if they occurred.
- August 13th 2012 - US Cellular.

Education

Diploma

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