

JOHN DOE

PROFESSIONAL EXPERIENCE

Sales & Training Representative, Automotive Equipment, Merriam, Kansas

2005 — Present

- Facilitated training of customer service staff
- Contacted potential new customers daily about using products to improve their fixed operations profits
- Build and maintain excellent relationships with current business customers
- Assist customers in the marketing of their service products

Kansas City District Parts & Service Manager, Company, San Francisco, California

1999 — 2005

- Ensured 15 Kansas City area dealerships' service and parts departments provided competent, quality service that would maximize customer "repeat purchase" intent
- Assisted dealerships in marketing of products along with promotion used in parts/accessory sales
- Acted as a business consultant in developing bottom line profitability
- Managed and directed all district service, parts, warranty, training, and consumer affairs activities in accordance with corporate & regional policies and procedures

Course Designer, Automotive Institute, Atlanta, Georgia

1997 — 1999

- Created academic course material for accredited two-year Associate of Applied Science degree in Automotive Management
- Concentrated curriculum on theoretical background of management used in the automotive industry, customer relation techniques, and material and labor estimates

Parts & Service Manager, Auto Nation, Chandler, Alaska

1996 — 1997

- Managed retail parts merchandising and labor sales operations
- Supervised reconditioning of pre-owned vehicles
- Maintained high customer satisfaction and retention levels

Fixed Operation Director, Motor Company, Chandler, Alaska

1994 — 1996

- Managed a fleet of 270+ vehicles
- Negotiated several insurance claims due to damage from hurricanes

EDUCATION

Bachelor of Science in Automotive Technology, 1971

Pittsburg State University, Pittsburg, Kansas

Recertified Master Technician & Service Consultant

National Institute for Automotive Service Excellence (ASE)

References available upon request.