

STANLEY SHARP

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Summary

Skilled Retail Parts Pro with expertise in developing and leading successful sales teams. Equipped with solid track record of success in customer-facing automotive roles. Organized and proficient manager able to analyze and resolve problems, implement process improvements, and motivate high-performing associates. Currently pursuing fleet safety certification.

Highlights

- Revenue generation
- Team leadership
- Staff development
- Process improvements
- Motivational
- Clean driving record
- Sales coaching
- Project management
- Highly trained
- Service-minded

Experience

Retail Parts Pro Superior Automotive Parts	05/2010 to Current New Cityland, CA
<ul style="list-style-type: none">• Develop and implement process changes aimed at increasing store revenue, reducing customer service issues, and improving individual and team performance.• Lead team meetings to disseminate latest store, parts, and sales information.• Handle customer service issues quickly and maintain high satisfaction levels.• Utilize Microsoft Office software to track trends and draft reports.• Recruit and develop new parts professionals.• Diagnose customer vehicle issues and recommend appropriate parts.	
Retail Parts Pro Quality Automotive Supply	03/2006 to 04/2010 New Cityland, CA
<ul style="list-style-type: none">• Assisted customers with parts and diagnostic problems by asking probing questions.• Searched electronic parts catalog for correct parts and placed special orders for out of stock items.• Trained and mentored new parts professionals on diagnostics, stocking, and sales techniques.• Completed inventory counts on schedule.• Accepted and processed payments for completed purchases.• Effectively managed store inventory and kept optimal supply levels.	
Retail Parts Pro O'Neil Auto Parts	08/2003 to 02/2006 New Cityland, CA
<ul style="list-style-type: none">• Stocked shelves with latest merchandise and tagged correctly.• Maintained front desk area in a clean and neat fashion.• Swept and mopped sales floor and removed debris.• Helped customers locate desired merchandise.• Answered vehicle questions and recommended products.• Unloaded delivery trucks and stored merchandise in correct locations.	