

Summary

Self-starting, goal-oriented sales professional whose extensive experience has promoted success for a high-quality company ranked number one in sales volume nationally. Knowledgeable in all phases of client service with a track record of outstanding customer satisfaction. Proven success in establishing and maintaining a loyal customer base. Consistently honored for exceeding sales and service expectations.

Accomplishments

- Nissan Sales Guild Recipient 1989 - 1997
- General Motors Sales Manager Mark of Excellence Membership 1998 - 2008
- Cadillac Sales Guild Recipient 2003-2008
- General Motors Sales Award Recipient 2003-2008
- Top Performing Sales/Finance Professional at Industry Leading Cadillac Franchise

Experience

Cadillac

Sales and Finance Manager

Hackensack, New Jersey

March 2003 to Present

- Establish relationships with prospective buyers through prospecting, referrals, internet inquiries and previous client base to exceed personal and company sales goals.
- Extensive product knowledge training to ensure client inquiries are satisfied.
- Provide financing and leasing options to clients through direct contact with multiple financial institutions.
- Train and manage four sales assistants to provide support to sales team.
- Receive payments and obtain credit authorizations.
- Troubleshoot and resolve client concerns and needs on a daily basis.
- Developed and maintain client communication tracking system.
- Active participant in weekly sales team meetings.

Cadillac Nissan

Sales and Finance Manager

Hackensack, New Jersey

October 1989 to March 2003

- Achieved rank of number one auto sales professional within four months of hire.
- Promoted to Sales Closer Manager responsible for ensuring sales goals are met.
- Promoted to Desk Manager responsible for all daily operations of multi-million dollar auto dealership.

Education

Bergen Community College

Business Administration

Paramus, New Jersey

1980-1982

Additional Training

- AIS Finance and Insurance Training Corporation, Atlanta, Georgia 2001
- General Motors Dealer World Product Training 1998-2008