

Hope Kling

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EXPERIENCE

AUTOMOTIVE INTERNET SALES MANAGER

Detroit, MI

03/2014 – present

- Create and organize all sales activities for the Internet Sales department
- Assisting customer in selecting vehicles
- Recruit, hire and develop an Internet Retail Sales force
- Establish a positive relationship with customers
- Enthusiastically assist internet sales people in customer interactions
- Professional appearance and work ethic
- Partner with the Financial Services Department to develop and coordinate best practices for the most efficient and effective sales approach

SALES MANAGER, AUTOMOTIVE

Houston, TX

07/2011 – 01/2014

- Develops staff through ride-along coaching, participating in client meetings, feedback, training and career path opportunities
- Spend time with AE's visiting customers in the field with the purpose of deepening account relationships
- Managing automotive customer expectations and account development
- Consistently provides timely and relevant feedback to sales team and provides coaching to staff to successfully execute the 5-step Sales process
- Drive consultative, customer-centric selling behaviors
- Establishing customer relationships, set and manage customer expectations
- Identify, support and track Marvell relevant opportunities in collaboration with application engineering and product lines

AUTOMOTIVE SALES MANAGER

Chicago, IL

08/2004 – 03/2011

- Make manager appointment confirmation phone calls
- Develops relationships with networks to expand online media and
- Communicate clearly and consistently to Senior Management in regard to pricing strategy, business development goals and current market conditions
- Establish territory sales goals and determine changes in territory boundaries to optimize workload distribution and effective account coverage
- Forecasting and establishing monthly and annual performance goals and objectives
- Work with the General Manager to forecast monthly sales and expenses
- Developing incentive programs along with dealer and other managers

EDUCATION

THE UNIVERSITY OF ALABAMA

Bachelor's Degree in Business

SKILLS

- Basic MS Office knowledge; computer software, internet proficiency, and general mathematic skills
- Ability to lead sales staff, including management, to improve profitability and meet or exceed established Customer Satisfaction Index (CSI) levels
- Develop a strong sales plan with team and hold staff accountable for achieving their plans
- Ability to legally deliver all retail deliveries and complete necessary paperwork
- Maintain a deep understanding of the market and competition, including customers, prospects and trends
- Spend time with AE's visiting customers in the field with the purpose of deepening account relationships
- 2+ years of experience as a Finance Manager in the automotive field
- Provide appropriate direction and strategy to sales team
- Ensure that your team consistently meets and/or exceeds revenue goals
- Consistently reevaluate client opportunities and potential based on current trends, changes in the market, etc