

Joshua Kerwin

Maximizing value by delivering customer-focused solutions

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EXPERIENCE

Tranzmile Whites Diesel, Yatala — Assistant Branch Manager/Automotive Parts Interpreter

February 2021 - PRESENT

- Customer prospecting through cold calling and emailing
- Customer prospecting by visiting businesses
- Stock ordering, stock management
- Customer account creation
- Open and close store
- Reconcile daily takings
- Liaise with suppliers to improve product pricing and deals
- Manage in-store sales promotions
- Organise stock displays and stock rotations
- Phone sales
- Counter sales
- Online sales
- Technical product lookups

Tranzmile, Wacol — Automotive Parts Interpreter

June 2019 - February 2021

- Answer customer phone calls and assist with enquires
- Answer customer emails and online chat to assist with enquiries
- Technical product and vehicle lookups
- Counter sales and phone sales
- Organising customer orders and deliveries
- Checking off stock orders
- Find business/sales opportunities
- Achieving sales targets

ACT Logistics, Murarrie — Warehouse Operations Manager

May 2012 - June 2019

- Manage a team of 30+ staff
- Staff Scheduling
- Recruitment
- Oversee Brisbane and Sydney Warehouses
- Ad Hoc project management
- Organise and manage job processing
- Data Security and quality control

ABOUT

In every job I do, I believe in delivering excellence and being accountable for results. I do this by focusing on continuous improvement and focusing on the customer's needs and expectations. I deliver customer satisfaction and maximize sales by creating value for the business and the customer.

SKILLS

Sales

Pipeline Management

Team Leadership

Team Management

Time Management

Business Planning

Business Budgets and Cash Flow

SWOT Analysis

Marketing Strategy

Continuous Improvement

Staff Training and Development

INTERESTS

Outdoor adventures with my wife and kids, playing musical instruments and reading.

- Create company processes
- Implement continuous improvement
- Deliver staff training, one on one or team workshops
- ISO Certification compliance audits
- Safety Audits

EDUCATION

Tafe Qld, Acacia Ridge — *Certificate 3 in Automotive Sales*

October 2019 - October 2021

Specialising in the sales of genuine and aftermarket parts for Trucks, Buses, Trailers and Machinery.

BSchool Australia, Online — *Diploma of Business*

2014 - 2015

Specialising in Entrepreneurship and Business

REFERENCES

Jeremy Leverrier — *Tranzmile Whites Diesel Yatala Branch Manager*

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Phillip Mainwaring — *Tranzmile Wacol Branch Manager (prefers email contact)*

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Further references are available upon request.