NOAH MILLER

AUTO SALES MANAGER

CONTACT

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(123) 456-7890 📞
Laurel, MD 📍
[LinkedIn](#) 🔗

EDUCATION

High School Diploma
Walt Whitman High School
2013 - 2017
Bethesda, MD

SKILLS

Salesforce
CDK Global
Vauto
Mailchimp
Microsoft Power BI
Qualtrics
Nimble
AdRoll
AutoFi
RingCentral

WORK EXPERIENCE

Auto Sales Manager

Academy Ford
2022 - current / Laurel, MD

- Spearheaded the implementation of vAuto's pricing optimization tool, **slashing aged inventory by 17% and boosting profitability by $83,358**
- Streamlined the lead generation process, leveraging Salesforce's customizable dashboards to boost conversion rates by 28% within three months
- Upgraded inventory management using CDK Global's real-time tracking features, reducing vehicle turnover time by 22 hours on average per sale
- Analyzed sales trends using Power BI to identify underperforming segments and reallocate resources, increasing quarterly revenue by $204K

Automotive Sales Specialist

Easterns Automotive Group
2019 - 2022 / Laurel, MD

- Managed a customer pipeline of 44 active clients using Salesforce, increasing monthly vehicle sales by 56%
- Executed online vehicle campaigns using AdRoll, **driving an additional $67,700+ in revenue through targeted ads on social media and search engines**
- Monitored sales performance metrics through Microsoft Power BI, enhancing reporting accuracy and decision-making processes by 39%
- Cataloged customer financing options using AutoFi, increasing the speed of loan approvals by 28% and enabling three additional same-day vehicle purchases

Customer Service Representative

Fitzgerald Auto Mall
2017 - 2019 / Bethesda, MD

- Processed promotional email campaigns with Mailchimp, boosting service bookings by 24% and satisfaction scores by 2.4 points out of 10
- Assessed repair service quality using Nimble, tracking follow-up interactions and generating a 28% boost in return customers
- **Reviewed over 159 sales calls per week using RingCentral analytics**, increasing closing ratios by 12%
- Tracked warranty services and claims using CDK Global, reducing claim resolution time from 22 to 18 days on average