

## Adrian Dumitriu

Strada Stejarului Nr 10, Suceava, Romania

Phone #: 0040 757 912 512

Email: adumitriu21@gmail.com

### Summary

Highly experienced sales and customer service professional with an extensive knowledge of the automotive industry and deeply passionate about technology. Recently relocated to Romania and looking for opportunities to leverage my skills in a position where I can flourish professionally and personally.

### Highlights

- Extensive automotive knowledge with almost 10 years experience working on all makes and models.
- Strong supervisory and administrative capabilities.
- Highly developed interpersonal and communication skills, having worked successfully with a diversity of clients and coworkers.
- Excellent time management and organizational skills
- Able to work successfully individually as well as part of a team while remaining focused and results oriented
- Proficient in Microsoft Office & Protractor software, but also familiar with more general business software such as Simply Accounting, Quick Books and database management.
- Completed several beginner courses in C++, Java, HTML, Android Studio, SQL & Linux

### Work Experience

#### **October 2016 to February 2018, Assistant Manager – NAPA Auto Parts**

- Trained and coached employees in order to maximize customer service, generating revenue, other daily tasks such as stocking the retail area and end of day procedures
- In charge of the wholesale department, which was responsible for over 80% of total store sales
- Ensured wholesale clients were always happy and addressed any issues they had by always going above and beyond the job requirements
- Managed the Accounts Receivable of the store wholesale customer and ensured that none of them were aged past 90 days
- Collaborated with the corporate A/R department in order to determine credit limits for wholesale customers
- Repeatedly exceeded sales goals fixed by our regional managers
- Assisted or coordinated monthly staff meetings

#### **April 2014 to July 2016, General Manager - Active Green + Ross**

- Managed day-to-day operations of a busy franchise located in downtown Toronto
- Maintained an outstanding professional relationship with suppliers, fleet account managers, and the other employees
- Handled customer service issues efficiently and maintained high levels of customer

satisfaction

- Monitored workflow and assigned repair orders to technicians depending on their abilities
- Managed the Accounts Receivable and Accounts Payable of the business, responsible for collecting payment from fleet accounts or any other charge customers
- Always exceeded sales targets set by the store owner
- Assisted the business owner with HR duties, including interviewing potential candidates, hiring, and contract negotiations

#### **April 2013 to April 2014, Used Vehicle Sales Consultant – Favorit Motors**

- Provided high quality service to potential clients and ensured all their questions were answered to the best of my ability
- Controlled the company's online activity, posting new inventory on several platforms the company used, answering any inquiries and making sure advertisements were up to date
- Facilitated the entire car buying process for customers, including finding the right vehicle for them, making sure they had adequate financing, finding compatible warranty packages and any additional add-ons they may have wanted
- Attended vehicle wholesale auctions and used my mechanical expertise to ensure that our company was bidding on vehicles that were in a good overall condition

#### **November 2009 to April 2013, Assistant Manager - Active Green + Ross**

- Advised customers on services or repairs that would maintain their vehicles in top driving condition, while making excellent customer service the top priority
- Prepared accurate and detailed repair estimates in a timely manner
- Organized and catalogued the tire inventory, which ranged from 2000 to 5000 units
- Responsible for ordering shop supplies including oils & other automotive fluids, cleaning supplies, chemicals, office stationary etc.`x

#### **September 2006 to June 2008, Junior Apprentice – Sammy's Auto Service**

- Performed light duty maintenance jobs on all makes and models including: oil changes, tire repairs, tire rotations, brake replacement, alignments etc.
- Assisted the licensed technicians with more difficult mechanical repairs
- Properly used and maintained the shop equipment such as hoists, flush machines, battery testers, computer scanners etc.

### Education

#### **Post-Secondary Education**

*Bachelor's of Applied Business – Automotive Management, Georgian College in Barrie ON, Graduated **June 2018***

#### **Ontario Secondary School Diploma**

*Northern Secondary School, Toronto ON, Graduated in **June 2008***

### Extra-Curricular Activities

- *Completed Online Product and Sales Training Courses offered by Napa, Michelin, Monroe, Yokohama and many other - **2010 to 2016***
- *Completed the Toronto Goodlife Half Marathon - **2015** and the Full Marathon - **2017***
- *Completed a variety of product knowledge, sales, management, accounting, scheduling,*

*safety and efficiency courses offered by the NAPA and Active Green & Ross organizations  
- 2014 to 2018*

- *Completed the Udacity Android Development for Beginners - 2018*

**References available upon request**