

Ben de Garcia

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Summary

High-achieving Sales Associate offering an extensive background in customer service, sales, client relations and negotiations; specifically in the Automotive Industry. Self-directed and self-motivated team player who also works well independently.

Skills

- Time management
- Strong communication skills
- Advanced mathematical aptitude
- Top sales performer
- Dependable and reliable
- Bi-lingual in English and Spanish

Experience

Service Advisor - Knauz Continental Autos (Lake Bluff, IL)
January 2019 - Current

Service Advisor - Mercedes Benz of Chicago (Chicago, IL)
April 2016 - December 2018

- Welcomed people as they entered the facility and ascertained their needs by asking open-ended questions.
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Served as liaison between customers, store personnel and various store departments.

Assistant Manager - Grahams Fine Chocolates & Ice Cream (Geneva, IL)
July 2015 - March 2016

- Oversaw daily operations of store, including inventory and supply restocking, cash-handling and assisting customers.
- Addressed customer issues to ensure quick and successful resolution.
- Handled all employee scheduling to ensure adequate staffing for each shift.
- Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees and teas in a team environment.

Sales Associate - Schaumburg Honda Automobiles (Schaumburg, IL)
March 2013 - May 2015

- Managed sales negotiations and financing options.
- Showcased vehicle features and took customers on test drives in local area.
- Answered customer emails and telephone requests for information in a prompt manner.
- Offered exceptional customer service to differentiate and promote

the company brand.

Used Car Manager - Schaumburg Lincoln (Schaumburg, IL)

January 2015 - March 2015

- Oversaw acquisition, services and repairs to bring vehicles up to showroom standard for retail sale.
- Recruited and developed a high-performing sales team.
- Negotiated vehicle pricing with customers and communicated contract terms.
- Created necessary documentation for new and used car sales.

Signal Support Systems Specialist - United States Army (Ft. Gordon, GA)

January 2012 - March 2013

- Maintained signal support systems and provided technical advice to commanders, staff, and subordinates.
- Handled special projects designated by the senior developer.