

Ben de Garcia

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SUMMARY

High-achieving Sales Associate offering an extensive background in customer service, sales, client relations and negotiations. 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

EXPERIENCE

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

Chicago, IL

- 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.
- Grew the business by creatively driving sales and maintaining cost controls.

Assistant Manager, Grahams Fine Chocolates & Ice Cream, July 2015-March 2016

Geneva, IL

- 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, March 2013-May 2015

Schaumburg, IL

- 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, January 2015-March 2015

Schaumburg, IL

- 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, January 2012-March 2013
Ft. Gordon, GA

- Maintained signal support systems and provided technical advice to commanders, staff, and subordinates.
- Used computers to control and monitor network status during battlefield operations.
- Handled special projects designated by the senior developer.

EDUCATION AND TRAINING

College Credits

Linguistics, Indiana University Bloomington, Bloomington IN 2011