

## Jared Pleva

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### PROFESSIONAL SUMMARY

- Industrious, result oriented, sales and technology professional with nearly 7 years of sales experience dedicated to organizational growth and profitability
- Experience in technical leadership, sales management, and process development
- Gained significant role in marketing, technology, and sales strategy within the role of Internet Director and Sales Manager for Mike Shaw Subaru
- Experience in teambuilding, process development, and system implementation
- Highly skilled in Customer Relationship Management systems, process development, and interpersonal communication

### PROFESSIONAL EXPERIENCE

**Mike Shaw Subaru**, Denver, Colorado

November 2010 – Present

*Sales Manager*

April 2016 – Present

- Oversee the daily operations of a sales department consisting of 30 representatives
- Approve and manage deal structures for clients, including pricing, financing options, and document compliance
- Conduct sales meetings with staff and effectively communicates the company vision and overall goals
- Attend business conferences and researches new technical, marketing and process opportunities to increase sales
- Compile reports and deliverables for both Mike Shaw Corporate and Subaru of America
- Coordinate inventory trades and management with multiple dealers within the Denver Zone
- Acting Hiring Manager, managing job postings, interviews, training and candidate onboarding
- Mike Shaw Subaru placed within the top 25 volume Subaru dealers nationwide for 2016
- Mike Shaw Subaru recorded its highest ever month in sales volume in May 2017
- Achieved Sales Manager of the Month for Mike Shaw Automotive Group for the month of July 2017, with highest total units retailed by a Sales Manager

*Internet Director*

June 2015 – Present

- Coordinate with General Manager and Digital Marketing Strategist to develop internet and marketing strategies
- Responsible for internet reporting and data analysis, including sales forecasting
- Championed the implementation of Customer Relationship Software, as well as development of sales process lifecycles and daily work plans
- Conducted User interviews to assess requirements for dashboard and sales process development
- Received extensive Customer Relationship Management Software training, including Business Intelligence System training and user dashboard development
- Coordinated with multiple vendors and consultants to develop digital process and strategy
- Provided great customer service to clients, monitoring various social media sites and review sites to ensure client satisfaction
- Administration for multiple software applications, minimizing data redundancy, maintaining user accounts, and assistance with troubleshooting
- Increased internet lead closing percentage from 8% in June 2015 up to a dealership record of 16% in December of 2016

- 2016 WardsAuto e-Dealer 100, <http://wardsauto.com/dealer/car-dealership-uses-internet-net-out-state-sales>

#### *Internet Sales Manager*

May 2012 - June 2015

- Managed the follow up and consultation of 80 to 100 clients per month whom interacted with the dealership through online lead submission
- Assisted the General Sales Manager with daily duties, including dealer transfers, deal compliance and data input, as well as training and reporting

#### *Sales Representative*

November 2010 - May 2012

- Product demonstration and consultation of clients who visited the dealership
- Customer service and long term follow up using a Customer Relationship Management software
- 5 time Sales Consultant of the month

#### **Lifetime Fitness Westminster, CO**

May 2009 – May 2012

#### *Aquatics Swim Instructor*

- Maintain client contracts, including initial pricing and contract renewal
- Coached a triathletes to improve skill, endurance, and motivation through personalized training

## **TECHNICAL SKILLS**

Experience working with SQL, Java, SAP, Crystal Dashboards, Javascript, HTML, CSS, R, and Microsoft Excel during tenure at Metropolitan State University of Denver

## **EDUCATION & TRAINING**

#### **Metropolitan State University, Denver, Colorado**

2012- 2016

*Bachelor of Science, Computer Information Systems*

#### **Front Range Community College, Westminster, Colorado**

2011- 2012

*Business*

## **RELATED COURSEWORK**

Business Application Development, Business Ethics, Advanced Database Management Systems, Data Warehousing & Mining, Systems Analysis & Design, Management Information Systems, Management Science, Managerial Finance, Managerial Statistics, Managing Business Information Enterprise Systems, Organizational Management, Principles of Accounting, Principles of Economics, Principles of Marketing, Strategic Management, Telecommunications Systems and Networking

## **CERTIFICATIONS**

SAP Recognition Award Certificate

Association of Finance and Insurance Professional's Certification