

JULIE MACPHERSON

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Profile Summary

Detail-oriented and reliable professional with 5+ years of experience in coordinating and supporting sales efforts. Expertise in managing customer relationships, processing orders, invoicing, scheduling appointments, and providing administrative support to ensure a smooth work environment for all members of the team.

Proven track record in utilizing advanced Microsoft Excel skills for process improvement, including data manipulation and analysis, compiling sales performance reports, and managing company databases. Possesses a strong work ethic in maintaining a high level of quality and accuracy.

CORE SKILLS & COMPETENCIES

- Account Management
- Sales Incentives
- Customer Service
- Reporting & Documentation
- Email & Phone Etiquette
- Administrative Support
- Billing & Invoicing
- Records Maintenance
- Process Improvement

PROFESSIONAL EXPERIENCE

Sales Coordinator | Agincourt Hyundai | Scarborough, ON

Sep. 2020 – Present

Overview: Accurately registers vehicles sold to customers, including identification of financing company and any additional extended warranty purchases. Demonstrates consistent achievement and surpassing of monthly and quarterly sales targets through effective customer service, communication, and follow-through with customer accounts.

Selected Accomplishments:

- ✓ Implemented an efficient tracking system for all sold vehicles utilizing MS Excel, resulting in improved organization and accessibility for management to monitor sales progress.
- ✓ Displays initiative in assuming additional tasks and responsibilities, including following up on customer satisfaction surveys and registration, contributing to the overall efficiency and effectiveness of the sales team.

Key Responsibilities:

- **Documentation & Reporting:** Manages the preparation of contracts, warranty, and commissioning documents, reviewing dealer-offered extended warranties to ensure all the documents meet the company standards. Handles multiple licensing and registration processes, including the processing of title transfers and titling of vehicles.
- **Building Relationships:** Provides efficient and effective support to other sales associates, fostering a positive working environment. Possesses in-depth knowledge of client engagement strategies and processes, which have resulted in significant levels of expertise and proficiency in the role.
- **Stakeholders Communication:** Regularly communicates with Hyundai Canada and customers regarding program protection, purchase status, and account updates. Prioritizes professionalism and thoroughness to minimize miscommunication within the dealership, utilizing bullet points for the organization of thoughts and ideas.
- **Phone Support:** Handles an average of 100+ calls daily regarding sales, order status, scheduling service appointments, and sales inquiries. Adopts professional communication by introducing oneself and the company, actively listening to customer needs, answering their questions, and transferring calls as needed.
- **Team Collaboration:** Collaborates with a sales team of 15 members, comprising sales representatives, managers, and finance managers to ensure efficient operation and smooth sales progression. Maintains open communication channels, adapting to different communication methods to guarantee effective teamwork.

PROFESSIONAL EXPERIENCE (CONTINUED)

- **Customer Service:** Conducts assessments of customer needs and directs them to appropriate departments, resources, or solutions. Develops a strong understanding of customer needs through personal interactions. Proven ability to communicate effectively and build positive relationships with clients to facilitate successful purchases.

Receptionist & Vehicle Coordinator | Ontario Hyundai | Whitby, ON**May 2018 – Sep. 2020**

Overview: Responsible for handling licensing, registration, and coordinating with third-party vendors as needed. Managed incoming customer calls and coordinated with the service department to generate work orders for various services such as cleaning, tinting, and other services.

Selected Accomplishments:

- ✓ Streamlined the sales reporting process by successfully converting manual sales reports to digital format using MS Excel, resulting in improved efficiency and data accuracy.

ADDITIONAL NOTEWORTHY EXPERIENCE**Service Department Representative** | Ontario Hyundai | Whitby, ON**May 2017 – Sep. 2017****Shift Supervisor** | Little Caesar's | Whitby, ON**May 2015 – Sep. 2016**

- ✓ Demonstrated exceptional leadership capabilities and work ethic, resulting in a rapid promotion to the position of Supervisor within two weeks of starting as a crew member.

EDUCATION & PROFESSIONAL DEVELOPMENT**Web Development / Coding Bootcamp** | University of Toronto**Exp. Aug. 2023**