

TAY KWOK SOON

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SUMMARY

Store Manager equipped with extensive experience in automotive sales management. Employs excellent leadership skills and multi-tasking strengths. Demonstrated ability to improve store operations, increase top line sales, and reduce costs.

HIGHLIGHTS

- Results-oriented
- Revenue generation
- Business development
- Effective marketing

EXPERIENCE

Store Manager - 09/2015 to 05/2019

LUXURY CAR CENTER, SINGAPORE

- Motivate and coach employees to meet service, sales, and repair goals.
- Create and modify employee schedules with service levels in mind.
- Recruit and hire top mechanics, service advisors, and sales people.
- Maintain detailed logs and reports of services performed, profit, and budget information.
- Help out in sales and repair areas as needed and maintain comprehensive current knowledge of operations.

Store Manager - 09/2014 to 09/2015

JAPAN CAR CENTER, New York

- Answered customer questions and resolved service issues in a timely manner.
- Diagnosed customer issues by asking probing questions and write up repair orders.
- Ordered supplies and kept inventory at optimal levels.
- Coordinated equipment repairs and maintenance.

EDUCATION

Bachelor of Science: Automotive Technology - 2014
Technical Institute, NY