

Anwar I. Lucas
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EXPERIENCE

General Manager

2008 - 2017

PepBoys – Manny, Moe & Jack, Long Island City, Queens, NY

- Advanced to a General Manager position to hire, train, develop, and supervise 5 members of management and over 20 associates across 3 departments; Retail, Commercial Sales and Service Repairs.
- Inspire all staff members to have the right attitude to create a welcoming atmosphere that meets and exceeds customer and company expectations.
- Training of all staff members on product knowledge its benefits and how best to recommend it to customers.
- Elevated the development of interpersonal skills on all staff members to improve customer interactions.
- Train staff members on best practices with inventory management which includes ordering, merchandising planograms, outs program, housekeeping, overstock returns and recalls.
- Understanding sales metrics and holding daily huddles with staff members on setting future sales goals and current achievements.

Contributions & Achievements

- Meeting targets with Item of the month with a consistent average of 7 units per 100 transactions.
- Consistent with attachments of Brakes 70%+, Oil 30%+, Batteries 100%+.
- Consistently increasing year over year sales budget of up to 25%.
- Secured stocking item sales with local repair shops such as a \$5k+ sale of 2808 quarts of various weights in oil, stocking orders for brake pads of over 100 sets to numerous shops.
- I was featured on the PepBoys intranet by a former CEO in 2015 as a direct result of an incredible experience a customer had while visiting my location.
- Built and developed a commercial department from the ground up to produce over \$20,000+ in weekly sales
- Won numerous competitions such as companywide “Sidewalk Sale display” in which staff won a Pizza Party for having the best looking display which was featured on PepBoys Intranet.
- “Decreasing Discounts” was a companywide competition to decrease discounts year over year which the completion lasted 6 months in which our staff won 4 months out of the 6 which was a \$100 Gift Card for each win and also won the Grand Prize in which there was a \$1,000 cash payout.
- Awarded Michelin Tire PRO certification in 2015.

Keyholder, Sales Associate

2006 - 2008

RadioShack, Ozone Park, Queens, NY

- Assist the Store Manager with store operations and inventory management.
- Opened or closed the location on days when store manager was off.
- Product training on cellphones, electronics and small parts with staff members.
- Recommending “bolt ons” to cellphone sales to generate increased revenue.
- PBA; Parts batteries and accessories add-ons and recommendations to all customers.

SKILLS

POS systems • Web applications such as NextPart • Keystone Automotive • Mitchell ProDemand • Kronos Workforce • UltiPRO • ADP • BI Business Intelligence • Retail merchandise, hard parts and service product knowledge • Inventory management • Inspirational leadership • Interpersonal skillset development • Recruiting • Knowledgeable in various product lines such as Federal Mogul, Mevotech, Bosch, NGK NTK, OEM, Cardone, Spectra, Dorman.

PROFESSIONAL REFERENCES

Faiz, Owner, Modern Auto Repair, 2725 21Street, Long Island City, NY. 646-235-9068
Hameed, Owner, NY Punjab, 3356 21Street, Long Island City, NY. 718-728-4600
Moni, Owner, Repair Guys, 3707 21Street, Long Island City, NY. 914-999-2000
Paul, Owner, NAPA, 3534 11th Street, Long Island City, NY. 347-840-1919