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Top Skills

Customer Satisfaction
Training
Automotive

Patrick Ritschel

Instigator of Change! "Data-driven consulting is the path to continuous improvement."

Slidell, Louisiana, United States

Experience

2°Degrees Management LLC

Instigator of Change

January 2024 - Present (1 year 6 months)

New Orleans, Louisiana, United States

Influencer of CX in the automotive sector. He is making a difference one leadership team at a time. Patrick's automotive career spans over thirty years of retail experience, automotive sales, and service CX consulting and training. Producing Positive Results and Developing High-Performance Teams through Process Improvement, Lead Management, and Training have been the focal points of his professional history. A sought-after speaker, Patrick lives in New Orleans, Louisiana. Training both large and small groups, Patrick has an enthusiastic presentation style that captivates his audience with the rare combination of "Can Do and Can Teach." Patrick brings an area of expertise to the dealership, bridging the connection between the digital experience and real life.

With OEM-level experience with projects in digital retailing, pre-owned CPO sales, CX, marketing, and CSI & SSI, Patrick has a unique base of expertise that influences measurable and sustainable change.

Ritschel & Associates

Owner

January 2000 - Present (25 years 6 months)

Automotive Dealership Training and Consulting. BDC, Phone, Internet, Sales Skills Training.

Sandy Corporation a division of General Physics Corporation

Ford CPO Improvement Consultant

June 2010 - Present (15 years 1 month)

Helping Ford & Lincoln dealers improve profitability and customer satisfaction by improving CPO sales.

Ritschel and Associates

Instigator of Change

January 2000 - January 2024 (24 years 1 month)

United States

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Team Training Inc.

President

2000 - 2009 (9 years)

Automotive Process Improvement-Sales Training and Consulting

Resource Automotive

Consultant / Trainer

2001 - 2006 (5 years)
