

# Robert Ferry

## Store Manager

Customer Service Extraordinaire

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My Career goals include learning new skills, advancing into leadership role, and impacting others in a positive way.

## Experience

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2018 - Current

### **Store Manager *AutoZone***

I strive for excellence performance when I became a Store Manager for AutoZone. A team of up to 15 employees help me everyday to help provide the highest level of customer service. I have been recognized for performing in the top 10 in the Region on sales improvement. I am responsible for the hiring, training, and development AutoZoners. I review the profits on a monthly basis to strive for sales targets. The sales team include commercial sales employees, counter managers, commercial drivers and customer sale representatives. Automotive Product knowledge and high levels of customer service keep this business ahead of the competition.

2015-2018

### **Assistant Store Manager *AutoZone***

In this role I learned more about how a store makes profits by shadowing a couple of great Store Managers. On multiple occasions I was used to run a store where the Store manger was absent in direct direction of the District Manager. Increasing my experience by being able to turn irate customers into satisfied customers by understanding their situations and offering the best solutions. Helping others has helped me grow in my career and personal life.

2014-2015

### **Commercial Sales Manager *AutoZone***

Being able to find parts for local automotive shops is passion that never gets old. At AutoZone we use multiple internet sources to be able to offer our customers more options when buying from us. Buying from Dealerships and local specialty shops was a daily process for generating sales and making sure our customers were taking care of. The logistics of commercial drivers was crucial to this role. I learned the impact of a business-to-business relationships.

## Education

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2008

### **High School**

D'Iberville High School

## Skills

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- Helps Teams Succeed
- Embraces Diversity
- Energizes Others
- Cares about People
- Customer Service
- Strives for excellent performance

## Contact

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2010-2014

**Parts Sales Manager AutoZone**

I learned from the Assistant store manager and coached and trained newly hired AutoZoners. We managed it as a team and always put our customer first. I acquired a parts expert certification from Autozone and a P1 parts certificated from ASE. This knowledge helped me grow a customer base that helped increase sales in our local Store.

2006-2010

**Customer Sales Representative AutoZone**

My first job that I got while I was still in high school. This is where I learned the fundamentals of how automobiles work and how to keep customers satisfied. I learned how to test alternators, starters, Idle air control valves, throttle position sensors, and ignition coils.