



# Susan Williams

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**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. Demonstrated ability to improve store operations, increase top line sales, and reduce costs.

## Experience

09/2015 to 05/2019

### Store Manager

#### LUXURY CAR CENTER, New York

- 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.
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- 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.

09/2014 to 09/2015

### Store Manager

#### 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.

## Highlights

- Results-oriented
- Revenue generation
- Business development
- Effective marketing
- Organisational capacity
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

## Education

Bachelor of Science: Automotive Technology - 2019  
Technical Institute, NY

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## Hobbies

- Playing chess - great way to unwind, destress, and keep the mind sharp.