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## **CUSTOMER SERVICE| SALES | STRATEGIC PLANNING**

Create and maintain positive relationships with team members and customers while building value in new, used vehicles, products, services and technologies.

Provide a high level of service by fact finding and leading clients to beneficial outcomes tailored to their needs and budget, while accruing the maximum front-end, back-end, service and warranty contracts.

Follow up with customers to assure the highest possible KPI score and referrals.

Manage high stress situations and sales by overcoming obstacles, asking and listening, negotiating.

Internet Sales Product Knowledge Rapport building Strategic Planning Closing experience  
Time Management CRM Negotiation Team Focused

## **EXPERIENCE**

**Tim Dahle Nissan /LHM Bountiful** | Vehicle Sales | 6/01/2017 - 06/01/2019 | *Bountiful, UT*

Responsible for turning the internet leads to sales and happy customers. Create a positive and exciting experience for the customer while building value in vehicles, products and warranties.

- Greeted live customers and used crm tools to bring leads to the dealership.
  - Built strong rapport and used fact finding to acquire the information needed to direct customers to the best possible outcome for both them and the dealership.
  - Showed and led customers to vehicles, technologies, service and warranties that fit their needs and budget.
- Closed deals and maintained a high KPI score and met a monthly average of 12 vehicles per month.

**All Trades Staffing** | Construction | 2012 - current | *Salt Lake City, UT*

Perform various construction responsibilities including, demolition, framing, drywall, minor electrical, minor plumbing, tile, cabinets, general maintenance, landscaping.

Report to the general contractor and customers to ensure and provide a quality, timely, safe, and professional job.

- Build, demolish, install various structures to new and pre-existing structures.
- Keep written and accurate work orders and meet project deadlines..
- Create lists of tools and materials needed to perform the job and maintain a safe environment..