### 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

Bachelor of Science: Automotive Technology - 2014

Technical Institute, NY

### Hobbies

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

### 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.
* Recruit and hire top mechanics, service advisors, and sales people.
* 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.

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Susan Williams

**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.