

JOSE HERNANDEZ

(347) 535-4562
amanda@thejobchick.com

1234 Your Street Here
Your Town, ST 12345

SALES SPECIALIST

Customer Acquisition/ Sales Manager/ Account Executive

Strategic, compassionate and focused Sales Leader has 30+ years of cumulative professional experience in Sales Management, and Customer Service.

Served as General Manager for 24 years. Determined professional is recognized for expertise in program development and implementation to generate increased earnings, rendering the candidate an impressive background. Demonstrates high professionalism with attention to detail, ability to face challenges head on and resolve concerns with single-minded determination, to ensure the delivery of complete client satisfaction. Loyal candidate possesses complex knowledge, strategic sales and marketing skills and an ability to break down the problem and recommend fitting solutions.

***Exceeds Market Penetration & Market Share Benchmarks achieving
Top Percent Regionally & Nationally***

Flexible professional relates well to various groups of people and can interpret, carry out and fulfill obligations to be assigned. Maintained high scores for Customer Satisfaction indexes. Excellent communication skills combined with easygoing interpersonal abilities makes the candidate amiable with patrons, and colleagues.

- ✦ Business Growth & Proven Success
- ✦ Sales & Logistics Strategies
- ✦ Budgeting, Cost Saving & Analysis
- ✦ Revenue Generation & Improvement
- ✦ Process Improvements & Partnerships
- ✦ Customer Market Development

CAREER HISTORY

Hatfield Hyundai Subaru

General Manager (1993 – 2015)
General Sales Manager (1992 – 1993)
Sales Manager (1987 – 1992)
Columbus, OH

Mar 1993 – Dec 2015

Westside Dodge

Sales Associate
Columbus, OH

July 1983 – Dec 1987

PROFESSIONAL EXPERIENCE

- ✦ Orchestrated a **\$10M vehicle inventory**; coordinated an \$80K monthly advertising budget including creatives and content; managed website to ensure compliance and corporate values.
- ✦ **Tracked and analyzed sales/profitability** for location, determined and suggested ideas for improvement opportunities; developed and implemented sales strategies through extensive analysis and related research.
- ✦ Performed extensive and varied **team building for staff** to ensure continued success, including recruiting, hiring, training and talent development with constant focus on

complimenting existing team members; maintained simultaneous increases of employee satisfaction and productivity.

- ✦ Focused on driving sales through persistence and add-on sales; provided effective salesmanship and successful daily operations;
- ✦ Executed operational development processes, resulting in **increased annual turnovers; grew customer sales** by educating new and current clients on operational efficiency and process improvement.
- ✦ Provided leadership as Board Chairman for the Sonic Other Imports Group; chaired 20 group meetings, quarterly brand conference calls and provided mentorship to other regional General Managers.

www.TheJobChick.com

EDUCATION & TECHNICAL SKILLS

Sonic Dealer Academy, 2004 & 2013
Columbus State Community College, General Studies, 1981 -1982
Various Sales & Management Training Courses

Microsoft Office ✦ Hyundai Proprietary Systems

NOTABLE HIGHLIGHTS

- ✦ Recognized annually as a Top Performer in Market Share, Associate Turnover, Associate Satisfaction, Net to Sales and Dealership Operations.
- ✦ Recipient, O Bruton Smith award, 2014.

References Gladly Provided Upon Request

www.TheJobChick.com