

PROFESSIONAL EXPERIENCE

Aloha Kia Honolulu, Hawaii- 2/3/2014-Present

Corporate Director of Service Operations: I currently oversee service operations for six automobile dealerships and two Harley Davidson dealerships that are located on four different Hawaiian Islands. I have significantly increased gross profit and customer satisfaction at all locations. The customer satisfaction ratings improved from the lowest in the zone group to the top two in the zone group. Service retention has also increased from 40% to 65% since I took over the operations.

Turner Volvo- 3/4/2013- 10/31/2013

Service Manager: I managed 21 service employees, increased net profit and reduced department expenses by \$100,000 year over year. I also increased customer satisfaction ratings to the highest level in the San

Francisco zone.

Maui Harley Davidson- 5/1/2012-2/28/2013

I managed service department operations and increased department overall net profit by 20%. I implemented processes geared towards employee satisfaction and provided oversight of all custom building of Harley Davidson motorcycles.

Express Dent Removal- 2007-2012

I was the owner of an auto reconditioning company that offered a full range of services from Paint-less Dent Removal, to complete Auto Detailing. I exceeded 30% growth, year over year, by providing outstanding customer service.

Jackson Volvo Honolulu, Hawaii- 2005-2007

Service Director: I managed operations of the dealership and implemented new service teams, hired and trained new service advisors and increased Customer Satisfaction Ratings while increasing service based gross profit to 73%.

Independent Dealer Operations Consultant- 2003 – 2005

I provided a comprehensive evaluation of service and parts departments. I reviewed procedures and evaluated each department to in order to optimize efficiency and profitability. I provided one-on-one training and development for management staff and I conducted weekly fixed operation meetings. I also implemented systems to solicit, record, and evaluate customer feedback. Finally, I developed monthly trend analysis reports for tracking and goal development purposes.

Brown Daub Chrysler Jeep Dodge, Easton, PA- 1996 – 2003 Service Director (1999 – 2003)

I directed operations of three dealerships and one body shop. I worked closely with management staff to ensure the highest level of customer satisfaction and profitability. I managed a staff of 50+ employees and oversaw selection of new employees. I conducted weekly fixed operation meetings and managed daily production and workflow in order to maximize profitability.

Under my leadership we achieved the highest CSI and Fixed First Visit scores among all national Chrysler/ Jeep stores, 2002.

Service Manager (1996 – 1999)

I managed operations of a high-volume Chrysler dealership. I planned, coordinated, and initiated new operating procedures while reducing daily operating costs. I also improved productivity, and grew profit margins.

I was recognized for excellent team building and customer satisfaction with a promotion to Service Director in 1999.