

FINANCE MANAGER

Summary

Outgoing Sales Manager offering superb customer service proficiency and passion for exceeding sales goals. Results-oriented professional, specializing in the sale of Automobiles while providing the necessary financing packages to potential customers. Strong customer skills and the ability to handle task with accuracy and efficiency with a unique ability to relate to diverse clients and close high-dollar sales. Knowledgeable and innovative finance, sales and marketing professional whose success is based on integrity, exceptional customer service, efficiency and ambition. Results-focused management professional offering 20 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success. Highlights Supervision and training Excellent communication skills Skilled negotiator Established track record of exceptional sales Cross-functional team management results Sound judgment Energetic Calm under pressure Resolution-oriented Effective Retail Sales Manager

Highlights

Personal Information

Insurance License for the state of Louisiana. Skills Automobile Financing, Negotiating Goal Setting Customer Service Creative Problem Solving Sales Trainer Selling Closing Developing and Implementing Processes

Skills

automobiles, charts, credit, customer satisfaction, customer service, Finance, financing, financial, focus, graphs, negotiations, profit, sales, Sales and Management, seminars, strategic, time management, employee training

Additional Information

- Recently acquired Life, Accident and Health Insurance License, along with my Property and Casualty Insurance License for the state of Louisiana. Skills Automobile Financing, Negotiating Goal Setting Customer Service Creative Problem Solving Sales Trainer Selling Closing Developing and Implementing Processes

Experience

December 2013

Company Name City , State Finance Manager

- March 2014 As the Finance manager I submitted loan applications to banks to obtain financing for customers along with completing all the necessary bank and state documents necessary for the purchase of automobiles.
- I was responsible for the sale of Warranty and maintenance products to customers that made their purchase and ownership of new and used cars worry free and cost effective while adding to my departments bottom line.
- My responsibilities also consisted of creating good customer relationships designed to grow future business.
- Monitored customer preferences to determine focus of sales efforts.
- Trained in negotiations and time management.

November 2012

Company Name City , State Finance Manager

- December 2013 My responsibilities consisted of securing bank loans for the purchase of new and used automobiles.
- Completing all necessary documents required by the lending institutions along with all state required paperwork for the purchase of automobiles.
- The sales of aftermarket warranty and maintenance products that added to the bottom line of my department.
- Initiated programs that standardized employee training and led to an increase in customer satisfaction.
- Managed team of up to 18 professionals.

March 2010

Company Name City , State Finance Manager

- November 2012 Responsibilities included securing loans for the purchase of new and used automobiles, along with completing all necessary state and bank documents necessary for the purchase of automobiles.
- I was responsible for the sale of aftermarket warranty and maintenance products to dealership customers, which generated additional income to my departments bottom line.
- Educated customers on the variety of loan products and available credit options.
- Managed team of 10 professionals.
- Directed strategic initiatives to achieve monthly increases in income for my department.
- Initiated program that standardized employee training and led to increase in customer satisfaction by 15%.

March 2009

Company Name City , State Sales Manager

- August 2012 Managed team of 10 of professionals.
- Directed strategic initiatives to achieve dealership sales objectives Increased profits by developing, initiating, and implementing training designed to grow and develop a knowledgeable and competent sales team.
- Initiated programs that standardized employee training and led to an increase in customer satisfaction and increased sales performance.
- Hired and trained all sales staff for new store location.
- Monitored customer preferences to determine focus of sales efforts.

- Maintained friendly and professional customer interactions.

March 2003

Company Name City , State Business Manager

- March 2009My responsibilities consisted of submiting loan applications to lending institutions to secure financing for the purchase of new and used automobiles.
- The sale of aftermarket warranties and maintenance products to dealership customers.
- Generate additional profit from securing financing for customers and from the sale of aftermarket products to dealership customers.
- Created and directed sales team training and development programs.
- Maintained friendly and professional customer interactions.
- Received superior customer service satisfaction scores for 12 consecutive quarters.
- Created charts and graphs to illustrate daily, monthly and annual financial reports.
- Developed promotional programs to optimize revenue levels.

Education

1 1977

Southern University Baton Rouge State , USA Bachelor of Arts : Music Music

Bachelor of Arts degree : Music Music Completed Dale Carnegie Sales and Management Training. A ended numerous self funded training seminars to aid in my career development.