**Resume:**

Torii Thomas

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SUMMARY

Diligent ecommerce sales, regional district sales management support with over 17 years of automotive experience maintaining seamless business operations

Demonstrated to increase sales profits and market share by 4.5% YOY by using the 4 pillars to drive growth

Smoothly administers sales objectives, product training, and monitors sales processes to maximize efficiency with operational requirements

Exceptional inventory management, loss prevention, and vendor negotiation performance

EXPERIENCE

12/2020-7/2023

Reliance One LLC

Alpharetta, GA

General Motors -Regional District Sales Manager- Buick GMC

Counselled and conducted monthly dealer meetings to advise best marketing and sales strategies

Maintained and created daily sales report with detailed sales metrics to increase and drive growth

Facilitate mentorship and consulting to ensure monthly/yearly sales objectives are met

Oversee inventory management and order configurations to ensure Inventory order fulfillment

Maintained Consensus Tracker and Projecting and forecasting Sales to objectives

schedule and manage time to accomplish annual goals & metrics

Conflict resolution/Composure and Conflict Management – Winning with integrity

Interpersonal Skills

Critical Thinking

Monitor Dealership personnel training and ensure compliance with GM requirements/objectives

manage reports and data daily

07/2015 – 08/2017; 02/2020 – 11/2020

Asbury Automotive Group Inc.

Duluth, GA

Business Development Manager

Maintained current store, product, and promotional knowledge to drive consistent sales

Engaged positively with each customer, providing professional and polite support for sales and service needs

Worked with off-site locations to find desired items for customers

Negotiated product sales and trade-in deals for maximum profit

Provided near real-time price quotes for e-commerce

Maintained relationships and followed up with customers

strong problem-solving and interpersonal skills to resolve conflicts

Scheduled automotive deliveries with vendors and customers

Set and exceeded sales goals

08/2017 – 01/2020

Capital Buick GMC

Smyrna, GA

Director of Marketing and Business Development

Facilitated and managed business plan development based on market and industry research

Implemented strategies to develop and expand existing customer base

Produced reports, spreadsheets, and trend forecasts to enhance decision making processes

Leveraged lead generation tools to increase profitability and product presence in marketplace

Applied salesmanship to interactions with clients, analyzing client needs to identify and present desirable company image reflective of capacity to help client in accomplishing goals

Delivered performance updates, quarterly business reviews, and planning meetings

Collaborated with other corporate departments to develop effective business strategies

Identified issues with existing marketing material to drive process improvements

Identified, coordinated, and participated in client relationship-building activities and meetings

Attended conferences and trade association meetings to represent company and promote products

04/2011 – 07/2016

Nalley Toyota of Roswell

Roswell, GA

Assistant Sales Manager / Incentives Manager / Compliance Auditor

Coordinated and monitored payments of manufacturer’s rebates and incentives

Increased dealership gross and decreased spending by evaluating and streamlining procedures

Reviewed all finance paperwork for compliance and facilitated necessary training to ensure team is knowledgeable and up to code with all procedures and standards

Monitored and improved customer satisfaction index ratings by holding staff accountable and proactively staying in contact with clients

Attended weekly management meetings to highlight areas of improvement, develop action plans, and implement required changes effectively

Maintained a close relationship with the management staff to promote efficient conflict resolution

Reported fluctuation in dealership gross and outstanding incentives and rebates to Regional Market Controller and General Manager

Facilitated Accounting Manager and Biller in ensuring steady pace of vehicle, product sales, and paperwork being processed

Managed deal flow of car deals between the finance and accounting departments

04/2010 – 03/2011

Jim Ellis Audi of Marietta

Marietta, GA

Loaner Fleet Manager / Service Consultant Support

Assisted with customer pay repair orders and Fidelity authorization warranty repair order

Assisted with vendor accounts and purchase orders

Checked in daily loaner fleet inventory

Prepared service repair orders for routine maintenance, processed warranty claims

Scheduled, reserved, and secured loaner for daily appointments

Responsible for end of business customer pay repair order settlement report i.e. cash, credit, and checks payments for daily deposit

Greeted clients assessed their vehicles and financial situations in order to provide services that best suit their needs

Provided prompt updates to clients and proactively coordinate vehicle repairs

Followed up with all customers to insure they are satisfied with their vehicles and are maintaining routine maintenance and services

Generated clear concise repair orders in order to communicate customer concerns to Technicians

Maintained open lines of communication with Technicians, Shop Foreman, Call Center Representatives, Valets, and Loaner Administrators in order to ensure smooth transition for customer care

SKILLS

Market and competitive analysis

Training and mentoring

Analytics

Territory and account management

Sales tracking

Consultative and relationship selling

Proficient in sales leadership

Cross-cultural sales background

Brand-building strategies

Sales process engineering

and relationship building

CRM and office management software

Operational improvement

Administrative support

Process improvement

Relationship building

Team management

Contract negotiations

Performance goals

Campaign management

EDUCATION

08/1997-05/2001

California State University

Chico, CA

BA in GEOSCIENCE

10/2005-12/2009

Bauder College

Atlanta, GA

Bachelors in Business Marketing