

LinkedIn Profile of Jon Doe

Personal Information

Name **JON DOE**
Title **Senior Manager – Customer Experience Operations & Business Strategy**
Location City
Industry Retail
Public Profile URL in.linkedin.com/in/jondoe
Email address@mail.com
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Background

With 21+ years of progressive experience in wholesale and retail marketing, transactional dealership, and vendor consulting, I have made significant contributions across various marketing verticals. My strong analytical and leadership skills demonstrate my ability of being a successful business strategist and a dynamic leader with clear vision and effective personnel supervision and guidance.

A Master in Business Administration from State University, I have proved my mettle in Customer Relationship Management and Marketing Operations that has resulted in noteworthy earnings for the organization.

During my professional career, my ability of critical thinking, judgment and decision making enabled me to apply my expert knowledge and managerial skills for maximizing profits for the organization through sustained efforts.

Expertise in Business Consulting, Retail Marketing, and Revenue Generation

As a Senior Manager at Company, I facilitated dealership assessment program and enabled vendor teams to reach out to 2000 dealers resulting in an improvement of \$20M in dealership self-funded facility. My consistent efforts to seek process improvements in sales and service department resulted in providing services to additional 100 dealers per year. A strong business insight enabled me to reach out to 3M customers through different CRM programs, support dealer operations to maximize retail sales and implement prospective business strategies for revenue generation and effective cost control. Notable achievements during my career include a score of 10/10 in Dealer Attitude Survey for sales, being awarded as the Dealer Operations Manager, and my sales territory being ranked as #1 Sales Customer Satisfaction district. My expert domain knowledge always enabled me to articulate an innovative plan that focused on enhancing effectiveness and yielding constructive improvements.

EXPERIENCE

Company Name **Company Name**
Title **Senior Manager, Customer Experience Operations & Business Strategy**
Location Country, State, City
Time Period August 2016 to Present
Checkbox Currently work here

Description

As a Senior Manager, I promote various dealership assessment programs to improve the score of JD Power Syndicated Study. I also successfully manage the internal teams and vendor teams in reaching out to 2000 dealers through use of technology that resulted in improvement of about \$20M in dealership self-funded facility. One of my main responsibilities is to carry out various process improvements through regional and dealership training as well as annual Owner Loyalty Manager Summit.

My suggestion to develop a vendor consulting team and cross functional regional support for process improvements in sales and service departments, improve customer loyalty and customer retention resulted in extending service to 80 impact dealerships per fiscal year.

Company Name **Company Name**
Title **Manager, Parts and Service Marketing Operations**
Location Country, State, City
Time Period February 2011 to August 2016
Checkbox Currently work here

Description

As a Manager, I was responsible for coordinating a range of CRM programs for Company and reporting of service retention tools. The meticulous designing of CRM programs aimed at reaching about 3M owners with regular maintenance reminders and follow up, and providing various on-demand marketing solutions for dealership.

I was charged with supervising field communication and field training, strategizing different marketing initiatives to analyze marketing performance based on service retention scoring, potential first year defection and the volume of consumer service marketing impressions.

Company Name **Company Name**
Title **Dealer Operations Manager**
Location Country, State, City
Time Period December 2010 to February 2011
Checkbox Currently work here

Description

During my stint here, I enabled 16 district dealers to adopt strategies to support business goals and maximize retail sales. I was instrumental in increasing organizational profitability by selling vehicles at retail prices through dealers and monitoring service contracts while ensuring compliance with Company's standards and.

I thoughtfully managed long term market opportunities for the Company. My earnest efforts to generate revenue and implement effective cost control measures were awarded when my sales territory won the No. 1 sales customer satisfaction district in the nation. I was also declared as the Dealer Operations Manager of the year for the Mid-Atlantic region and scored 10/10 in NADA Dealer Attitude Survey for sales contact.

Company Name	Company Name
Title	Assurance Product Planner
Location	Country, State, City
Time Period	January 2010 to December 2010
Checkbox	Currently work here

Description

As an Assurance Products Planner, I promoted factory sales, participated in a pre-owned program for Nissan dealers spread across the Mid-Atlantic Region. I was also responsible for supporting 12 regional Dealer Operations Managers with monitoring and selling of products and programs in the assurance products portfolio. I regularly performed frequent field visits to meet regional dealers, furnish them with the necessary product knowledge, and provide training support with the help of two assurance products field representatives.

Company Name	Company Name
Title	Parts and Service Manager
Location	Country, State, City
Time Period	May 2007 to January 2010
Checkbox	Currently work here

Description

As a Service Manager, I assumed responsibilities for planning and implementing strategies to increase customer retention volume of service provided and sale of parts and organizational profitability. I also worked in closed co-ordination with the dealers' management and worked out various manufacturer programs and policies to take care of day-to-day individual dealer needs and demands.

My efforts resulted in recognition of the sales territory as the leading district in tyre sales and ranked 1st in service customer satisfaction district in the nation.

Company Name	Company Name
Title	Independent Consultant – Product Development
Location	Country, State, City
Time Period	February 2007 to May 2007
Checkbox	Currently work here

Description

As a Consultant, I have created management tool to optimize new vehicle inventory for automotive dealerships that allowed dealers to match inventory to market demand and evaluate dealership sales performance.

Company Name	Company Name
Title	Senior Associate – Financial Advisory Services
Location	Country, State, City
Time Period	July 2002 to March 2006
Checkbox	Currently work here

Description

While working in the Company, I responsibly analyzed financial, sales and overall dealer performance based on my experience as well as developed a profile of financial health and sustainability. I actively advised general counsel of leading automobile manufacturers related to automobile dealership litigation cases. Also, I performed financial modeling and analysis for calculating awards on the behalf of Department of Justice for the families affected by September 11, 2001 terrorist attacks as a member of September 11th Victim Compensation Fund. Moreover, I managed and trained a team of 50 adjudicators in three cities responsible for performing financial modeling.

Certifications**Some Leadership Program**

State University – Country, State, City | [Insert]

Languages

English (Native), French (Fluent), Spanish (Fluent)

Education

School **Some University**, City, State, Country

Dates Attended [Insert]
Degree MBA – Financial Management

Skills & Expertise

- Marketing, Sales, Retail Marketing, Dealership, Consulting, Vendor Consulting, Business Strategy, Management, Business Administration, CRM, Marketing Operations, Revenue Generation, Negotiation, Business Development,
- Communication, Problem Solving, Decision Making, Analysis, Training, Leadership, Teamwork, Critical Thinking

Personal Details

Birthday [Insert]

Marital Status [Insert]