
AISHA BOWEN-JOHN

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PROFESSIONAL SUMMARY

Seasoned Service Manager bringing multiple years of dealership experience. Proficient in business practices, standards of operation and customer needs. Empowering leader with passion for developing teams with focus on exceptional service delivery and customer retention. Highly motivated with 12 plus years of dealership experience. Consistently drives results by building and leading high-performance teams. Excellent communication skills with proven history of effectively collaborating across all organizational levels. Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated expertise, including competitive offerings, pricing and market positioning. Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Reliable employee seeking position. Offering excellent communication and good judgment. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK HISTORY

Internet Sales Manager, 03/2024 - Current

Sullivan Buick GMC – Ocala

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Built relationships with customers to encourage repeat business.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Prepared merchandise for sales floor by pricing or tagging.
- Answered customer questions about sizing, accessories, and merchandise care.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Engaged with customers to build rapport and loyalty.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Collaborated with team members to improve overall store performance, sharing best practices, and offering support as needed.
- Increased sales revenue by building strong rapport with customers and recommending appropriate products based on their needs.
- Educated clients on current promotional offerings and products using persuasive selling tactics.

- Assessed customer needs and utilized suggestive selling techniques to drive sales.
- Engaged with customers to effectively build rapport and lasting relationships.
- Assisted in training new staff members on company policies, product information, and sales techniques for a seamless onboarding experience.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Developed new client relationships by actively engaging with potential customers and highlighting the benefits of our product offerings.
- Enhanced team productivity by fostering a positive work environment and providing support to colleagues as needed.

Service Manager, 03/2022 - Current

Volkswagen of Marietta – Marietta

- Customer service
- Managing customer files
- Scheduling appointments
- Engage potential new clients
- Creating daily business reports
- Training new employees
- Managing all upset customers to help customer retention
- Managing CSI scores for Sales and Service Departments
- Training Service Advisors
- Assisting on the Service Drive
- Monitoring Day to Day Business
- Training for technicians
- Tracking GP and budgeting
- Met with customers to discuss service needs and offer available solutions.
- Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
- Monitored team performance, adhered to service level agreements (SLAs) and provided detailed job training.
- Trained [4] less-skilled service workers on standards, efficiency and conflict resolution for best-in-class customer service.
- Followed up with customers during and after installations to verify satisfaction.
- Set and administered department budgets for expenditures, materials and labor.
- Inspected rental equipment before and after rentals, marking changes in conditions and charging customers when necessary.
- Efficiently assisted service workers with problematic transactions to maintain customer satisfaction and quickly rectify issues.
- Enhanced customer satisfaction ratings by motivating team members to strengthen quality and increase productivity.
- Organized ongoing maintenance schedules to boost system performance.
- Monitored priorities and liaised between maintenance team and management, delegating tasks to complete on time.

- Optimized supply levels to keep stock within ideal parameters for expected needs.
- Contributed to development, implementation and execution of maintenance programs.
- Evaluated final results to determine quality levels and isolate root causes of any identified faults.
- Shrunk knowledge gaps with ongoing training and close employee mentoring for new and less experienced team members.

Internet Sales Manager, 03/2023 - 08/2023

Jim Ellis Auto Group – Atlanta

- Increased sales and customer satisfaction through personalized servicing.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Managed revenue models, process flows, operations support and customer engagement strategies.
- Prepared sales presentations for clients showing success and credibility of products.
- Increased online sales by implementing effective marketing strategies and optimizing website content.
- Boosted customer satisfaction with timely responses to inquiries and personalized follow-up communication.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Enhanced overall brand image by ensuring consistent messaging and visual elements across all online platforms and marketing materials.
- Delivered recommendations to long-term accounts to promote brand awareness to key audience.
- Engaged in product training, demonstrations, consumer awareness, branding, and acquisition initiatives to raise awareness and revenues.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Directed sales support staff in administrative tasks to help sales reps close deals.
- Aligned company goals with customer outcomes and increased satisfaction by automating contact management systems.
- Trained new hires on internal systems and processes, ensuring smooth integration into the sales team.

Sales Associate/Business Development Center Agent/Internet Sales Manager/Customer Relations Manager/Finance Manager/Service Advisor, 01/2016 - 08/2023

Jenkins Auto Group – Ocala, FL

- Customer service
- Managing customer files
- Scheduling appointments
- Engage potential new clients
- Selling cars/product knowledge
- Creating daily business reports
- Training new employees
- Loading/Spinning/Washing Deals
- Excess/DLR/Dealer Track/CDK

- Calling Lenders to get funding on all pending deals
- Getting extended stips from customers needed by lender
- Marketing for the Dealership
- Managing Business Advertising on Facebook
- Managing all Events for Leesburg Volkswagen
- Managing all upset customers to help customer retention
- Managing CSI scores for Sales and Service Departments
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.
- Worked flexible hours; night, weekend, and holiday shifts.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Served customers and followed outlined steps of service.
- Identified issues, analyzed information and provided solutions to problems.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Used coordination and planning skills to achieve results according to schedule.

Senior Customer Relations Manager, 05/2022 - 07/2023

AutoNation Nissan – Marietta, Georgia

- Organized quarterly meetings with key stakeholders to review progress on customer relationship goals and strategize for future initiatives.
- Enhanced customer satisfaction by implementing efficient complaint resolution processes.
- Coordinated closely with internal departments to ensure seamless support experiences for customers across all touchpoints.
- Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed customer expectations.
- Managed senior-level personnel working in marketing and sales capacities.
- Streamlined and monitored quality programs to alleviate overdue compliance activities.
- Launched quality assurance practices for each phase of development
- Leveraged data and analytics to make informed decisions and drive business improvements.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Established team priorities, maintained schedules and monitored performance.

Business Development Representative, 10/2021 - 03/2022

Coyote Logistics – Atlanta, GA

- Managing business accounts for freight loads
- Tracking freight loads from Point A to B
- Scheduling load pickups
- Quoting New Loads
- Obtaining New Business Accounts
- Maintained extensive knowledge of company products and services to provide top-notch expertise to customers.
- Developed business pipeline using cold and warm techniques.
- Expanded business through effective network development, identifying new and prospective clients.
- Brought in new accounts through successful networking strategies and promotional approaches.
- Tracked sales calls in database for relationship management.
- Arranged potential client contacts, cultivated relationships and followed through all service needs.
- Networked among local business and community organizations to develop leads and generate business.
- Maintained updated records in CRM to meet requirements of sales team and GDPR regulations.
- Consistently exceeded quotas through penetration of new accounts.
- Managed needs of more than [20] customers at once using strong prioritization and multitasking abilities.
- Leveraged effective networking strategies to generate new business opportunities.
- Negotiated contracts and closed sales with new and existing clients.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Consulted with product development teams to enhance products based on customer interest data.
- Fostered positive and trusting client relationship and professional reputation for meeting and exceeding objectives.
- Negotiated, prepared and signed contracts with clients.

Sales Associate/Rental Manager, 03/2013 - 09/2015

Deluca Toyota – Ocala, FL

- Customer service
- Creating new leads
- Engage potential new clients
- Selling cars-product knowledge
- Managing rental fleet
- Training new employees
- Keeping track of maintenance on rental fleet
- Creating reports for manager meeting
- Trained personnel on policies, procedures and communications for in-person and telephone etiquette.
- Collaborated with sales leadership to drive prospecting and enhance engagement through sales promotions.
- Led staff meetings to discuss customer service and sales goals, operational problems or procedural changes.
- Conducted performance reviews, handle employee matters relating to job performance, grievances,

promotions, transfers and terminations.

- Motivated and led sales team to achieve performance targets for initial prospect interaction, scheduling, engagement during sales process and closing.
- Managed order cycle to enhance business development and maintain sustainability and customer satisfaction.
- Handled customer relations issues, enabling quick resolution and client satisfaction.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Produced contracts, reports, letters, and proposals for clients.
- Organized promotional events and interacted with community to increase sales volume.
- Delivered engaging sales presentations to new clients, explaining technical information in simplified language to promote features and increase client base.

Manager/Customer Service Representative, 09/2009 - 02/2013

SPL Enterprise – Ocala

- Customer service
- Answering phones
- Scheduling interviews
- Training new employees
- Managing team of employees
- Writing up contracts for new sales
- Calling finance office for new contract customers
- Implemented and executed reviews of computer systems for compliance with state and federal regulations.
- Rotated merchandise and displays to feature new products and promotions.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Established team priorities, maintained schedules and monitored performance.
- Directed training and retraining of employees to boost performance and enhance business results.
- Assisted in organizing and overseeing assignments, planning and coordinating in-house and outsourced resources.
- Effectively supervised staff of [25] personnel by implementing company policies, protocols, work rules and disciplinary action.
- Defined clear targets and objectives and communicated to other team members.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Evaluated employee performance on [90 Day] basis and conveyed constructive feedback to improve skills.
- Delivered training for staff development, change management and materials, process and technical

controls.

EDUCATION

Bachelor's: International Business

Ashford University - Clinton, IA

High School Diploma: 05/2007

Vanguard High School - Ocala, FL

SKILLS

- Health and Safety Regulations
- Financial Management
- Financial Forecasting
- Schedule Preparation
- Scheduling and Coordinating
- Critical Thinking
- New Employee Hiring
- Customer Service
- Business Development
- Time Management
- Managing Operations and Efficiency
- Team Leadership
- Marketing Management
- Inventory Management
- Conflict Resolution
- Employee Coaching and Motivation
- Supply Chain Management
- Administration and Reporting

CERTIFICATIONS

Volkswagen Service Manager Certified

Volkswagen Master Sales Certified

ACCOMPLISHMENTS

- Supervised team of 40 staff members.
- Resolved product issue through consumer testing.
- Used Microsoft Excel to develop inventory tracking spreadsheets.

LANGUAGES

English:



Advanced (C1)