

Evan Carollo

PROFILE

Versatile and results-driven professional with over 15 years of experience across sales, customer service, and eCommerce operations. Proven ability to manage leads, build strong client relationships, and drive consistent revenue growth. Proficient at leveraging technology, communication, and strategic problem-solving to exceed performance goals and deliver high-quality service across various industries.

CONTACT	PROFESSIONAL EXPERIENCE
<p>(630) 630-2597</p> <p>evancarollo86@gmail.com</p> <p>1074 Phyllis Ave Largo, FL 33771</p> <p>www.linkedin.com/in/evan-m-carollo</p>	<p>Founder</p> <p>NextGen Tuning LLC - Largo, FL January 2014 – Present</p> <p>Entrepreneurial leader responsible for launching and scaling a successful business with a focus on product sales and customer engagement. Directed all aspects of business operations including strategy, budgeting, vendor management, and customer experience. Developed a strong digital presence and built a loyal client base through innovative marketing and high-touch service.</p> <ul style="list-style-type: none">Developed and executed strategic business plans to achieve long-term growth and operational efficiencyManaged budgeting, financial reporting, and audits to maintain fiscal health and profitabilityBuilt and nurtured strong relationships with customers, vendors, and partners to support business growthIdentified market opportunities and implemented improvements to enhance service offerings and competitivenessOversaw day-to-day operations, technology platforms, and marketing initiatives to ensure smooth business performance
EDUCATION	
<p>January 2006</p> <p>Automotive Technology <i>TPAT Certified</i></p> <p>Universal Technical Institute – Glendale Heights, IL</p>	
KEY SKILLS	
<ul style="list-style-type: none">eCommerce & Digital Sales PlatformsSales Strategy & Client RetentionOperations & Workflow OptimizationData-Driven Decision MakingConflict Resolution & Problem SolvingLeadership & Team SupervisionCustomer Relationship ManagementBudgeting & Business PlanningBusiness to Business SalesMicrosoft Office Suite	<p>ASM - Assistant Service Manager</p> <p>Clearwater Toyota - Clearwater, FL March 2012 – October 2013</p> <p>Served as the primary liaison between customers and service team, ensuring a seamless experience from start to end. Oversaw scheduling, coordination, and communication to meet service targets and enhance customer satisfaction. Worked closely with internal teams to resolve issues and streamline operations.</p> <ul style="list-style-type: none">Managed scheduling and work order creation to ensure timely and efficient service deliveryRecommended additional services and addressed customer concerns to support both satisfaction and revenue goalsResolved customer issues professionally, maintaining high satisfaction and loyaltyUsed CRM tools to track service activity, update records, and maintain operational visibilityKept up-to-date on industry best practices to offer accurate, informed guidance and ensure service compliance

Sales Manager

The Goodyear Tire & Rubber Company - Rome, NY

January 2010 – February 2012

Led a customer-focused sales team to drive revenue growth, improve service performance, and enhance overall customer experience. Played a key role in developing client relationships, coaching team members, and identifying new business opportunities through market analysis and local outreach.

- Developed and implemented tailored sales strategies to meet customer needs and increase repeat business
- Collaborated with leadership to execute localized marketing campaigns that boosted customer acquisition and retention
- Coached and motivated team members to achieve sales targets while maintaining service quality
- Resolved customer issues quickly and professionally, strengthening brand loyalty and satisfaction
- Leveraged market insights to identify growth opportunities and adapt to evolving customer expectations

Automotive Claims Representative

The Warranty Group - Chicago, IL

December 2007 – February 2009

Handled and adjudicated repair claims under extended service plans, ensuring timely and accurate resolutions while maintaining strong relationships with service providers and clients. Balanced customer satisfaction with operational and cost-efficiency through detailed assessments and clear communication.

- Coordinated with service providers to validate issues, authorize coverage, and negotiate repair costs
- Applied technical knowledge and policy guidelines to assess claims and ensure fair, consistent decisions
- Used internal systems and third-party data (e.g., labor guides) to analyze repair estimates and prevent overcharges
- Delivered clear, empathetic communication to customers and partners, reinforcing trust in the process
- Maintained high levels of accuracy and compliance in a fast-paced, detail-oriented environment

Automotive Technician

Lexus of Naperville - Naperville, IL

June 2006 – December 2007

Performed inspections, diagnostics, and repairs to ensure reliability, safety, and performance in high-standard service environments. Delivered consistent, detail-oriented technical work while collaborating with internal teams to support customer satisfaction and operational excellence.

- Performed scheduled maintenance and repairs to uphold performance and safety standards
- Maintained a clean, organized workspace while complying with all safety protocols and quality expectations
- Communicated repair findings and service needs clearly to advisors, supporting transparency and timely customer updates
- Followed standard procedures and documentation practices to ensure accountability and efficiency
- Demonstrated a strong commitment to accuracy, quality, and continuous improvement in technical tasks