**Michael L. Hill**

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**Overview**

* 16 years of Managerial Experience
* Exemplary Leadership Skills
* Proficient Microsoft Office
* Detail Oriented

**Experience**

**Sales Manager**

Eastern Truck and Accessories - Norfolk, VA February 2019 to Present

* Conducted regular training sessions on product knowledge, objection handling techniques, and closing strategies for the sales team.
* Built and maintained a strong client base through exceptional customer service, resulting in a high rate of repeat business.
* Stayed up to date on industry trends and competitor offerings to provide accurate information to customers.
* Assisted customers in selecting the right products for their vehicle based on their needs, preferences, and budget constraints.
* Managed all aspects of the sales process from initial contact through delivery of product ensuring customer satisfaction at every stage.

**Assistant Manager**

4 Wheel Parts - Virginia Beach, VA October 2015 to February 2019

* Assisted in the management of daily operations, ensuring smooth and efficient workflow.
* Supervised and trained a team of 10 employees, providing guidance and support to maximize productivity.
* Collaborated with the manager to develop strategies for achieving sales targets and improving customer satisfaction.
* Conducted regular inventory checks to maintain accurate stock levels and minimize loss due to shrinkage.
* Resolved customer complaints or concerns promptly, ensuring high levels of customer service at all times.
* Assumed managerial responsibilities in the absence of the manager, overseeing all aspects of operations.
* Developed strong relationships with vendors and suppliers, negotiating favorable terms for procurement of goods.
* Analyzed sales data to identify trends and opportunities for improvement, implementing effective strategies accordingly.
* Managed cash handling procedures, including opening/closing registers, preparing deposits, and reconciling discrepancies.
* Monitored employee performance through regular evaluations, providing constructive feedback for professional development.
* Ensured compliance with health & safety regulations by conducting regular inspections and implementing corrective actions when necessary.
* Developed employee schedules based on business needs while optimizing staffing levels during peak hours.
* Coordinated special events or promotions within budget constraints while exceeding customer expectations.
* Utilized POS systems effectively to process orders accurately while maintaining a high level of efficiency.
* Assisted in the recruitment, selection, and onboarding of new employees, ensuring a smooth transition into the team.

**Sales Manager**

Atlantic Auto Sports - Virginia Beach, VA August 2010 to October 2015

* Led a team of 5 sales representatives, providing coaching and guidance to drive performance and achieve revenue goals.
* Conducted regular training sessions on product knowledge, objection handling techniques, and closing strategies for the sales team.
* Established strong relationships with key accounts, resulting in repeat business and referrals.
* Managed the entire sales cycle from prospecting to closing deals.
* Analyzed market trends and competitor activities to identify new business opportunities and stay ahead of industry changes.
* Conducted regular performance evaluations for direct reports, identifying areas for improvement and providing coaching as needed.
* Mentored junior members of the sales team, providing guidance and support to help them achieve their targets.

**Store Manager**

Discount Auto Sound - Virginia Beach, VA April 2008 to August 2010

* Oversee all aspects of store operations, including sales, customer service, inventory management, and staff supervision.
* Implemented effective strategies to drive sales growth and achieve revenue targets on a consistent basis.
* Managed a team of 5 employees, providing training, coaching, and performance evaluations to ensure high levels of productivity and customer satisfaction.
* Conducted regular team meetings to communicate goals, provide updates on performance metrics, and foster a positive work environment.
* Developed employee schedules based on business needs while effectively managing labor costs within budget constraints.
* Ensured compliance with company policies, procedures, and safety regulations.
* Conducted regular store audits to assess visual merchandising standards and make necessary adjustments for optimal presentation.
* Created comprehensive training programs for new hires as well as ongoing development plans for existing staff members.
* Established strong relationships with local community organizations through sponsorships or partnerships which increased brand visibility.
* Managed store budgets, tracking expenses, and implementing cost-saving measures to maximize profitability

**Education and Training**

Salem High School - Virginia Beach, VA 1997 to 2000

**References**

Paul Coleman (P&N Construction) 606-477-9837

Joshua Roe 810-618-5403

Rob Coxwell 757-567-2358