

# ANDY ANDERSON

Enthusiastic car salesman with nine years of experience closing deals on various makes and models. Able to understand and break down vehicle features and dealership offers for customers. High-level listening skills allow for a complete understanding of customers' needs, facilitating sales. A persuasive but respectful negotiator who works to leave both parties satisfied.

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Tacoma, WA 11111  
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(111) 111-1111

## PROFESSIONAL EXPERIENCE

### SENIOR SALES ASSOCIATE

Tacoma Toyota, Tacoma, WA  
November 2016 - Present

- Build relationships with new and repeat customers, helping expand the dealership's customer base by 4% and total annual sales by 3% to date
- Explain financing options to buyers and coordinate deals with the dealership's financing team
- Understand vehicles' features and communicate them to buyers in clear language
- Accompany buyers on an average of 24 test drives per month
- Persuasively suggest warranties, maintaining an upsell rate 5% higher than the dealership's average

### JUNIOR SALES ASSOCIATE

Seattle Ford, Seattle, WA  
July 2012 - October 2016

- Greeted walk-in customers at the door and directed them to the proper department
- Handled approximately 15 trade-in negotiations per month
- Explained maintenance packages on new and used vehicles
- Took phone calls and responded to emails from prospective buyers about online listings
- Followed up with customers after purchases to ensure satisfaction

## EDUCATION

High School Diploma  
Tacoma High School, Tacoma, WA  
September 2008 - June 2012

## KEY SKILLS

- Customer service
- Microsoft Word, Excel, and Outlook software
- Explaining vehicles' perks
- Researching competitors' prices

## CERTIFICATIONS

- Sales Management Certification, National Automobile Dealers Association, 2018