## Personal details

**Name**
Jackson Jones

**Address**
1876 Daisy Place
San Diego, CA, 82111

**Phone number**
(681) 204 7100

**Email**
example@cvmaker.com

## Skills

| | |
|---|---|
| **Customer Service** | Expert |
| **Communications** | Expert |
| **Conflict Resolution** | Expert |
| **Time Management** | Expert |
| **Multitasking** | Expert |
| **Microsoft Office Suite** | Experienced |

# Jackson Jones

Charismatic and experienced retail sales professional seeking to join the team at Sparky's Mechanical in San Diego. Four-years of relevant sales experience in the automotive aftermarket industry, with a proven track record of managing clients, resolving objections, and exceeding sales goals. Exceptional written and oral communication skills, coupled with an uncanny ability to manage time, follow-up with clients, and ensure complete customer satisfaction. Accepts constructive criticism well, and channels feedback into lesson learning, to reduce the potential of future errors and accomplish team goals.

## Work experience

### Retail Sales Associate
Mar 2019

*Barton Gaskets, Anaheim, California*

Currently serving as a retail sales associate for Barton Gaskets, an aftermarket cylinder head and engine block gasket manufacture in Anaheim, California. Responsible for direct to consumer sales for the Western United States, along with several daily and weekly tasks including:

- Following up with online lead generation forms, social media contacts, and direct email communication.
- Process online orders, communicating with fulfillment center, and forwarding tracking information to customers.
- Upselling customers on ancillary components such as silicones, installation hardware, and lubricants.
- Listening to the desires of the customer, and forwarding requests to manufacturing and product development team.

### Sales Representative
Jun 2017 - Mar 2019

*King Automotive Group, Charlotte, NC*

Served as a sales representative for the parts department at King Automotive Group in Charlotte, North Carolina. Responsible for recommending and selling OEM Toyota or Aftermarket components to automotive repair shops in the community, along with several other tasks:

- Managing part inventory via cloud-based CRM and order processing software.
- Providing customers with factual benefits of OEM vs Aftermarket replacement parts.
- Mitigating customer objections, resolving conflict, and ensuring to deliver superior customer experience with each interaction.

## Education

### High School Diploma
Sept 2014 - May 2017

*Petty High School, Charlotte, North Carolina*

## References

**Larry Jones**
King Automotive Group

*On Request*

**Fred Barton**
Barton Gaskets

*On Request*

**David Johnson**
Petty High School

*On Request*