

Business Manager

Revenue Growth • Business Strategy • Operational Efficiency • Team Building

Lead, develop, and coach teams to consistently achieve sales quotas and drive bottom-line results

Analytical, dynamic, and self-motivated management and sales leader with extensive experience in the automotive and manufacturing industries. Proven abilities in business-process improvement, inventory management, budget administration, team management, staff training, and customer satisfaction.

Performance history of turning around underperforming locations to profitable stores.

Background includes owning P&L responsibility for numerous organizations, managing staffs of more than 200 personnel, and increasing sales and profitability. Superior financial acumen with excellent interpersonal, communication, and presentation skills.

CORE COMPETENCIES

- Leadership
- Operations Management
- Strategic Planning
- P&L Oversight
- Business Development
- Customer Service
- Sales Management
- Staff Development
- Problem-Solving

PROFESSIONAL EXPERIENCE

Balise Motor Sales

Springfield, MA

One of the largest automotive dealers in New England and one of the top 100 dealer groups in the country.

Mighty Auto Parts Business Manager | 2016-2021

Supervised two franchise locations comprised of 12 total employees. Managed sales force in implementing new business strategy focused on driving growth with both internal and external customer bases.

- **Increased sales 28%, gross profit dollars 27%, and profit 50%** over the previous year.
- **Nominated for Franchise of the Year** by Mighty Corporate for two consecutive years.
- **Improved ordering efficiency and eliminated overstock issues** after creating new stock ordering process, increasing inventory turns from 2.2 per year to 4.8.
- **Recognized with Summit Club Award** by Mighty Auto Parts two consecutive years.

Rice Packaging

Ellington, CT

Custom packaging company serving the Greater Northeast U.S. with expertise in various markets, including automotive, health and beauty, and publishing.

Vice President of Sales and Marketing | 2013-2016

Managed, developed, and coached sales force of five personnel. Restructured sales territories and developed new incentive plans for sales team. Negotiated new contracts for existing accounts, extending length of terms to increase profitability. Created new matrices to measure sales team performance and efficiencies.

- **17% sales increase** – the first positive sales growth accomplished in six years.
- **Boosted sales-profit margins by 700 basis points** by reclassifying customers based on ordering habits.
- **Increased active customer lists 17%** by working with the sales team to secure 15 new customers within one year.
- **Successfully landed \$500,000 PO** – the largest single PO in company history.

Autopart International, Inc.

Norton, MA

Leading provider of premium auto parts with over 160 store locations across 14 states.

District Manager | 2008-2013

Supervised operations of 13 stores spanning Maine and New Hampshire with total of \$18 million in annual sales.

- **Increased sales 8.5% and achieved 96.8% of controllable profit to budget** by restructuring district's management team and implementing hourly payroll goals for each store.
- **Achieved quota 11 out of 13 periods**, exceeding annual quota by over \$865,000 and improving net income by 70%.
- **Surpassed same-store comp sales by 15% and improved net income by 500%.**
- **Honored as North Region's District Manager of the Year** by turning around district from a loss of over \$850,000 to a profit of more than \$865,000 within only one year.

Director of Business Development | 2006-2007

Collaborated with COO to develop new store models tailored to different market sizes. Designed and implemented training seminars for District Managers to standardize best leadership practices. Trained Store Managers on identifying areas for improvement in P&L statements and flowing revenue into operating income.

- **Transformed two underperforming locations to profitable stores** within three months.
- **Reduced period necessary for new locations to recoup initial investment from 12 months to 6 months.**
- **Grew location's monthly sales 35%** by working directly with CFO to integrate company's first acquisition into normal business operations and transition to Autopart International store.
- **Increased gross profit margin by average of 100 basis points** after training Store Managers on customizing pricing matrices based on individualized customer needs.

Special Projects Manager | 2004-2006

Contributed to redesign of business processes, including returns, inventory control, inter-branch transfers, non-stocked item sourcing, and pricing matrices.

- **Developed new Point of Sale (POS) system in collaboration with CIO and Manager of Store Technology** and led field implementation and training.
- **Authored 120-page operations handbook** for new POS system.

Store Manager | 2000-2004

Hand selected to lead top-ranked store within a 60-store chain. Developed new process for measuring store efficiencies and execution methods, focusing on maximizing value from payroll expense.

- **22% sales and 66% profit increases** achieved within three years.
- **Recognized as Manager of the Year** in 2003 after increasing sales 20% over the previous year while increasing bottom line profit by 95%.
- **Lowered payroll by 4% within 12 months** after developing payroll measurement device that was later implemented as a best practice companywide.

Additional Career Experience

Foreign Autopart, Inc. (Currently Autopart International, Inc.)

Sharon, MA

Special Projects Manager

Served as Vice President's top aide in managing 30-store chain.

- **Saved company \$500,000** after developing system that matched customer credits to products sent back to vendors and identified any irregularities.
- **Improved part look-up efficiency and reduced learning curve for new employees** by redesigning internal cataloguing system and categorizations.

Regional Manager

Supervised management of six stores totaling \$5 million in annual sales.

- **20% increase in district sales** achieved within one year.
- **Designed and installed new POS system** in partnership with IT department.

Store Manager

Managed store's daily operations, developed customer relationships, performed service calls, and supervised staff.

- **26% annual sales increase earned** by implementing new sales techniques.
- **Performed as top-ranking sales branch 21 out of 24 months.**

EDUCATION

**Associate of Science
in Business Management**
Massachusetts Bay Community College