

ELSI BUGENHAGEN

Auto Program Sales Associate

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123 Magnolia Street, Charleston, SC
29403



PROFILE

As an Auto Program Sales Associate with over a year of experience, I consistently demonstrated strong salesmanship, customer service, and interpersonal skills. I effectively managed a high volume of customer inquiries, provided valuable information on various vehicle models and financing options, and ultimately facilitated the auto purchasing process for a diverse clientele. My ability to build and foster relationships with customers, as well as my commitment to meeting and exceeding sales targets, contributed to the overall success of the dealership. Through my experience in this role, I honed my negotiation and problem-solving abilities, while maintaining a high level of professionalism and adaptability in a fast-paced retail environment.

LINKS

[linkedin.com/in/elsibugenhagen](https://www.linkedin.com/in/elsibugenhagen)

SKILLS

Customer service

Sales expertise

Product knowledge

Communication skills

Negotiation abilities

Time management

Relationship building

LANGUAGES

EMPLOYMENT HISTORY

● Auto Program Sales Associate at Hendrick Automotive Group, SC

Mar 2023 - Present

- Successfully increased monthly car sales by 15% over a one-year period, resulting in a significant boost in revenue for Hendrick Automotive Group, SC.
- Streamlined the sales process by implementing a new CRM system, leading to a 20% reduction in time spent on administrative tasks and improved customer relationship management.
- Consistently exceeded monthly sales targets by an average of 10%, earning recognition as a top performer within the sales team at Hendrick Automotive Group, SC.
- Developed and maintained relationships with over 100 new and existing clients, contributing to a 25% increase in repeat business and referrals during a two-year tenure.

● Junior Auto Program Sales Associate at Breakaway Honda, SC

Aug 2022 - Feb 2023

- Increased monthly sales by 15% within the first six months of joining Breakaway Honda, resulting in an additional revenue of \$45,000 for the dealership.
- Successfully upsold extended warranties and add-on packages to 60% of customers, contributing to a 10% increase in overall profit margins for the Auto Program department.
- Consistently ranked among the top 3 sales associates for customer satisfaction, receiving an average rating of 4.8/5 from over 100 customer reviews.
- Developed and implemented a new lead generation strategy that led to a 25% increase in qualified leads within the first quarter of its implementation, ultimately driving an additional \$30,000 in sales.

EDUCATION

Associate of Applied Science in Automotive Sales and Marketing at Greenville Technical College, Greenville, SC

Aug 2018 - May 2022

Relevant Coursework: Automotive Marketing Strategies, Sales Techniques and Customer Service, Dealership Operations and Management, Business Communications, Automotive Finance and Insurance, Market Research and Analysis, and Digital Marketing in Automotive Industry.

CERTIFICATES

Automotive Sales Professional Certification (ASPC)

Jul 2021

Certified Automotive Remarketer (CAR)

Mar 2020