

DENETRIA LAFRENIERE

Parts Specialist

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(142) 962-5903

123 Pine Street, Portland, ME 04101



PROFILE

Dedicated Parts Specialist with 1 year of experience in efficiently managing inventory and providing exceptional customer service in the automotive industry. Proficient in identifying and procuring vehicle components, streamlining warehouse processes, and maintaining accurate records. Adept at building relationships with suppliers and clients, contributing to increased sales and business growth. Quick learner and adaptable team player, committed to staying current with industry developments and best practices.

LINKS

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

SKILLS

Inventory management

Technical knowledge

Troubleshooting

Customer service

Communication

Organization

Time management

LANGUAGES

English

Italian

HOBBIES

EMPLOYMENT HISTORY

● Parts Specialist at NAPA Auto Parts, ME

May 2023 - Present

- Successfully managed an inventory of over 50,000 parts, ensuring a 98% accuracy rate and reducing order processing time by 25%.
- Implemented a new parts organization system that increased efficiency and reduced customer wait times by 40%.
- Assisted in increasing monthly sales by 20%, resulting in a total revenue growth of \$100,000 for the store in one year.
- Led a team of 4 employees, providing training and guidance that resulted in a 50% decrease in staff turnover and improved overall customer satisfaction ratings.

● Associate Parts Specialist at O'Reilly Auto Parts, ME

Aug 2022 - Apr 2023

- Successfully increased parts sales by 30% within the first year by effectively upselling and cross-selling items, resulting in higher revenue for the store.
- Streamlined inventory management processes, reducing stock discrepancies by 25% and improving overall efficiency in locating and organizing parts.
- Developed strong relationships with key clients, leading to a 15% increase in repeat business and contributing to overall customer satisfaction and loyalty.
- Trained and mentored three new hires, enabling them to quickly become proficient in their roles and increasing overall team productivity by 20%.

EDUCATION

Associate of Applied Science in Automotive Parts Management at Southern Maine Community College, South Portland, ME

Aug 2018 - May 2022

Relevant Coursework: Inventory Management, Purchasing and Procurement, Automotive Systems, Parts Cataloging, Customer Service, Sales Techniques, Warehouse Operations, and Business Communications.

CERTIFICATES

Automotive Parts Specialist (APS)

Apr 2022

Certified Supply Chain Professional (CSCP)

Jun 2020