Joan Mcfinder  
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**A. Summary**

Highly knowledgeable and experienced car salesman with a great record in customer satisfaction. Able to give satisfying responses to any issues the customers may raise on the technical aspects of cars. Committed to given accurate responses, which are framed in a manner that highlights why the car meets the customer’s needs. Has the ability to match each client with a vehicle that meets their needs, no matter how particular those needs may turn out to be. Capable of convincing customers to pick a vehicle that is suitable to their needs even in cases where they may at first express doubt about the car to meet their needs.

**B. Working Experience**

**6/2015 – Present – Fastcar Dealers, Sacramento, California**

**Responsibilities**:

* Negotiating prices, service agreements, and terms of sales with each client;
* Inform customers of all financing options available to them upon purchase;
* Help customers find cars suited to their needs by listening to them;
* Demonstrate automobiles to walk in customers by explaining the features, characteristics, taking drives, and explaining the warranty terms;
* Closing sales even when customers initially express resistance to closing a deal;
* Update social media accounts to keep customers informed of new arrivals;
* Engage with customers on social media to handle any queries they have;

**Achievements**:

* Managed to improve sales at the company by matching customers more accurately with the vehicles they needed;
* Improved the company’s social media image through well thought-out engagements on social media;
* Improved coherence between the sales department and marketing department at the dealership;
* Got more business for the dealership through word of mouth recommendations;

**8/2010 – 3/2015 – Jukecars, Syracuse, New York**

**Responsibilities**:

* Hold consultations with customers to determine what cars were best suited to them;
* Make follow-ups on interested customers through telephone calls;
* Attend regular staff training events to keep job skills updated;
* Liaise with other staff members in the office to ensure a cohesiveness is sales strategies;
* Review sales statistics and develop strategies based on the data;
* Understand customers’ needs by convincing them to fill in a review form;
* Closing sales even when customers raised any objections;
* Ensuring that each customer understands the specific features of each vehicle they wanted;
* Explaining the finance options available to each customer;

**Achievements**:

* Proficiently managed to sell a wide range of vehicles by make and model;
* Successfully closed deals with a wide range of clientele who required vehicles for different purposes;
* Managed to sell the wide range of finance options that the dealership had on offer;
* Was able to sell both used and new vehicles to a wide range of clientele;

**C. Education and Academic Training**

Bachelor’s Degree- Sales and Marketing -2009  
University of Hotentoh, Massachusetts

**D. Job-Related Skills**

* Ability to relate to customers at a deep level;
* Deep knowledge in car finance options;

**E. General Skills**

* Excellent skills with MS Office, the internet, and email;
* Outstanding ability to overcome issues and find solutions;