

# Susan Manfredini

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## Summary

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Over 20 years of work experience in sales and customer service have led to strong interpersonal skills, relationship management and cross-functional partnering. My excellent customer relationship skills have established trust, increased customer satisfaction and led to increased sales.

## Highlights

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- Client relations specialist
- Team player
- Meticulous attention to detail
- Self-starter
- Word proficiency
- Conflict resolution techniques
- Meeting planning and scheduling
- Good analytical/interpersonal skills
- Skilled multi-tasker
- Good negotiation skills
- Focused on customer satisfaction
- Strong sales skills
- Excel proficiency
- Travel coordination
- Inventory control
- Vendor relations
- Excellent networking
- Relationship managing
- Proven communication
- Ability to work independently
- SLACK
- Finance

## Accomplishments

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- Created the Chicago market for ACV's expansion west.
- Increased sales and improved customer retention.
- Played an instrumental role in increasing customer satisfaction ratings.

## Experience

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### Dealer Success Manager – Chicago

April 2019 to Present

#### Roadrunner Financial

- Building relationships with dealers to increase applications.
- Assisting dealers with pre-and-post-contract stipulations.
- Providing continual education of current rates/terms and deal structuring.
- Following-up on approved applications to get them to a funded loan.

### Territory Manager – Chicago

January 2018 to April 2019

#### ACV Auctions

- Develop and execute a plan to open, grow and build my territory. Signing up both independent and franchise dealers.
- Service dealer accounts both in person and by phone.
- Build strong relationships to achieve retention and growth.
- Ensure both customers and prospects have a clear understanding of our product through a consultative selling approach.
- Respond quickly and accurately to problems, concerns and needs of my customers.
- Be familiar with the competition and know how to sell against it.

- Utilize Salesforce on a daily basis.
- Help proactively market the company to customers and convey the advantages of ACV.
- Collaborate with team members, manager, cross-functional departments when necessary.
- Day to day management of Vehicle Condition Inspectors.

### **Inside Sales Representative**

August 2016 to December 2017

#### **ADESA Chicago**

- Manage assigned dealer territory.
- Contact consignment dealers daily to solicit and develop new consignment business.
- Build and maintain relationship with dealers.
- Arrange transportation and detail work.
- Get floor pricing and announcements from dealers.
- Help with sales line-up.
- Resolve “If’s.”
- Help online sales department maximize dealer cars.
- Floor plan purchases.
- Email sales contacts.
- Order PSI’s

### **Sales Representative**

July 2015 to August 2016

#### **Autowerks – Crystal Lake, IL**

- Perform sales, service, and administrative duties.
- Won salesperson of the month three months straight.
- Enter new inventory in IMS.
- Arrange transportation and reconditioning of vehicles
- Added cost of recondition to units.
- License and title.
- Payables and receivables.

### **Barista Trainer**

September 2012 to July 2015

#### **Starbucks - Palatine, IL**

- Trained and coached new partners on operations and procedures.
- Implemented operations and systems for new store location.
- Awarded partner of the quarter for excellent service and employee relations.

### **Office Manager**

June 1996 to August 1999

#### **Chicago Leasing Corporation - Cary,IL**

- Responsible for sales and leasing of automobiles and equipment.
- Accounts payables/receivables/collections.
- Managed two administrative employees.
- Monthly billings and reports.
- Dealer relations.
- Inventory of vehicles and supplies.
- Reconditioned lease returns.
- Charge-back lessee for damages.
- Coordinated transport of off-lease units to auction.
- Sold aged inventory at auction.
- Processed payoffs/titles.

### **Education**

**Bachelor of Arts: Business Administration, 1989**

**Bradley University - Peoria, IL, United States**

### **References**

Available upon request.