

MELISSA GRANT

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SKILLS

- Leadership Skills
- Inventory Control
- Cycle Counting
- Dealer Management System
- Electronic Parts Catalog
- Warranty Returns
- Special Orders
- Microsoft Office
- Customer Service Skills
- Communication Skills

CERTIFICATES

ASE P2 Automobile Parts Specialist

National Institute for Automotive Service Excellence
2019

SUMMARY

Assistant Parts Manager with 10 years in automotive parts, including 4 years as second in charge of a 9-person dealership department. Uses steady leadership skills to run counter, warehouse and wholesale teams, keeps inventory control tight through weekly cycle counting, and brings strong customer service skills to every account.

EXPERIENCE

Assistant Parts Manager

Bay Area Auto Group • Tampa, FL • 06/2022 - Present

Second in charge of a parts department serving a 30-bay shop and 90 wholesale accounts.

- Lead 9 counter, driver and warehouse staff on daily priorities when the parts manager is off site.
- Coordinate cycle counting on **300** bins a week, holding inventory accuracy above 98%.
- Resolve escalated complaints and warranty returns, bringing the return backlog from 60 items down to 10.
- Monitor special orders daily in the dealer management system so 95% of parts arrive before the scheduled repair.

Parts Advisor

Bay Area Auto Group • Tampa, FL • 07/2018 - 05/2022

Service and retail parts counter.

- Sold an average of \$75,000 in parts a month to retail, service and wholesale customers.
- Pulled and staged parts for 45 repair orders a day for technicians.
- Researched parts by VIN for 25 phone quotes a day in the electronic parts catalog.
- Organized the will-call shelving system, cutting time to find customer orders by half.

Parts Counterperson

Hillsborough Auto Parts • Brandon, FL • 05/2016 - 06/2018

Retail auto parts store counter.

- Served 50 walk-in customers a day with part lookups and price checks.
- Tested batteries and alternators on 10 vehicles a week in the parking lot.
- Received and shelved 2 store deliveries a week.

EDUCATION

High School Diploma

H.B. Plant High School • Tampa, FL • 05/2015