

Derek Simmons

Parts Advisor

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📍 Kansas City, MO

🌐 linkedin.com/in/dereksimmons

SKILLS

Customer Service Skills —●

Dealer Management System —●

Electronic Parts Catalog —●

10 Key Calculator —●

Basic Math —●

Warranty Returns —●

Special Orders —●

Microsoft Office —●

Communication Skills —●

Time Management Skills —●

EDUCATION

High School Diploma 05/2019

Lincoln College Preparatory
Academy

Kansas City, MO

SUMMARY

Parts Advisor with 5 years in dealership parts and distribution, known for fast VIN lookups, strong customer service skills and clear communication skills with technicians. Handles 50 repair orders a day and uses a 10 key calculator and the dealer management system for accurate quotes.

EXPERIENCE

Parts Advisor 04/2023 - Present

Midtown Kansas City Motors Kansas City, MO

Service counter advisor for a 28-bay dealership shop.

- Deliver parts for about **50** repair orders a day, staging each job before the technician starts.
- Research VIN-specific parts in the electronic parts catalog and quote 30 customer-pay jobs a day.
- Track 120 open special orders in the dealer management system and update customers on parts status.
- Process warranty returns weekly, recovering about \$8,000 a month in credits.

Parts Counterperson 06/2021 - 03/2023

Midtown Kansas City Motors Kansas City, MO

Retail counter and phone sales.

- Answered 40 phone calls a day with price quotes and stock checks.
- Sold accessories and maintenance parts, adding \$3,000 a month in retail sales.
- Calculated invoices and discounts with basic math and a 10 key calculator, passing every month-end audit.
- Shelved 2 weekly stock orders and updated bin labels for 400 part numbers.

Warehouse Associate 05/2019 - 05/2021

Heartland Auto Distribution North Kansas City, MO

Distribution warehouse supplying 30 parts stores.

- Picked 150 order lines a shift with 99.5% accuracy.
- Loaded delivery trucks for 6 store routes each morning.
- Operated a forklift and pallet jack with no incidents in 2 years.