

# CODY HARTMAN

## PARTS COUNTERPERSON

### CONTACT

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🏠 Des Moines, IA

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### SUMMARY

Parts Counterperson with 2 years at an auto and truck parts store and 1 earlier year as a lube technician. Uses knowledge of automobiles and the electronic parts catalog to find the right part on the first try, and gives friendly customer service to about 60 counter and phone customers a day.

### SKILLS

- Customer Service
- Knowledge of Automobiles
- Electronic Parts Catalog
- Price Quotes
- Cycle Counting
- Point of Sale
- Mathematics Skills
- Basic Computer Skills
- Attention to Detail
- Communication Skills

### EDUCATION

#### High School Diploma

05/2023

Roosevelt High School  
Des Moines, IA

### CERTIFICATES

#### ASE P2 Automobile Parts Specialist

2026

National Institute for  
Automotive Service  
Excellence

### EXPERIENCE

#### Parts Counterperson

08/2024 - Present

Hawkeye Auto & Truck Parts

Des Moines, IA

Counter staff at a busy independent store serving DIY customers and 40 repair shop accounts.

- Identify parts by VIN, year and engine in the electronic parts catalog for **60** customers a day.
- Process cash, card and shop account sales on the point of sale system, balancing the drawer every shift.
- Handle 35 phone calls a day, giving price quotes and stock checks to DIY and repair shop customers.
- Maintain accurate inventory by receiving 2 truck deliveries a week and cycle counting 150 bins a month.

#### Lube Technician

06/2023 - 07/2024

Valley Junction Oil & Lube

West Des Moines, IA

Full-time quick lube job after high school.

- Performed 15 oil changes a day on cars and light trucks to manufacturer specs.
- Checked filters, belts and wipers and explained replacement needs to customers in plain terms.
- Learned 200+ common filter and fluid part numbers, building a base of parts knowledge.
- Recorded service details for every vehicle on the shop computer system.

#### Stock Associate

09/2021 - 05/2023

Ingersoll Hardware

Des Moines, IA

Part-time after-school job.

- Unloaded and shelved 3 weekly freight deliveries.
- Found products for 50 customers a shift across 12 aisles.
- Counted register drawers at close with the manager, using mathematics skills to settle any variance.