RAYMOND CASTILLO

PARTS MANAGER

CONTACT

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Dallas, TX

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SKILLS

- Parts Management
- Inventory Control
- Physical Inventory
- Dealer Management System
- Excel
- Microsoft Office
- Customer Service
- Team Management
- Leadership
- Communication Skills

EDUCATION

Associate of Applied Science

05/2012

Dallas College Dallas, TX

Business Management

CERTIFICATES

ASE P2 Automobile Parts Specialist

2014

National Institute for Automotive Service Excellence

SUMMARY

Parts Manager with 14 years in dealership parts departments and 7 years in parts management, now leading 11 staff at a dealership with $6.2M in annual parts sales. Strong in inventory control, wholesale growth and customer service, with steady leadership of counter and warehouse teams.

EXPERIENCE

Parts Manager 03/2019 - Present

North Dallas Motors Dallas, TX

Lead the parts department for a 2-franchise dealership with a 40-bay service shop and wholesale program.

- Manage a team of 11 counter, wholesale and warehouse staff, cutting turnover from 4 hires a year to 1.
- Grow annual parts sales from $4.5M to **$6.2M** by adding 2 wholesale delivery routes to 180 body shops.
- Hold inventory control to a 96% fill rate while cutting obsolete stock from 12% to 4% of inventory value.
- Report monthly gross profit, turns and aging in Excel to the general manager and fixed operations director.

Assistant Parts Manager 06/2015 - 02/2019

North Dallas Motors Dallas, TX

Second in charge of a parts department with 8 staff.

- Scheduled 8 counter and warehouse employees across 6 days and covered the manager role on weekends.
- Ran the annual physical inventory of 14,000 part numbers with a variance under 0.5%.
- Built a technician will-call process that cut back counter wait times from 12 to 5 minutes.
- Trained 6 new parts advisors on the dealer management system and electronic catalog.

Parts Advisor 08/2012 - 05/2015

Trinity Auto Group Irving, TX

Retail and service counter advisor.

- Sold $90,000 a month in retail and wholesale parts at the front counter.
- Quoted prices and ordered special parts for 40 customers a day by phone and in person.
- Expedited back-orders for 20 open repair orders a week to keep technicians working.