

## PERSONAL DATA

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## CAREER SUMMARY

Resourceful and enthusiastic business development manager with over 8 years of experience in the car dealerships industry. Major strengths include ability to perform efficiently and deliver result under significant pressure, self-motivated proactive work style that improves business profitability and exceeds company's goals.

## CAREER ASPIRATIONS

Areas of expertise: Business Development, Corporate Training, Project Management (PMO), and Customer Service Management. My unique background and work history enables me to analyze a situation, identify its weaknesses, install and manage the appropriate processes to maximize overall performance.

## CAR DEALERSHIP EXPERIENCE

### **TAVERNA COLLECTION INC, Florida** **Sales and Finance Executive**

**Sept 2023 -present**

- Respond promptly to and follow up with significant led volumes per month (300-400+ leads) over call, text, and e-mail, in addition to in person walk ins.
- Demonstrate the vehicle to customers both in person and via the internet & provides vehicle insights to overcome customer objections to close sales deals.
- Close-out end-to-end vehicle purchase process from initial customer meeting to credit application submission, to securing finance and deal remittance to the bank. Present a menu to customers and sell back-end product.

### **FLORIDA FINE CARS, Florida** **Business Development Manager & Corporate Trainer** **Business Development Assist Manager**

**Feb 2020 - Aug 2023**  
**Jan 2018 - Jan 2020**

- Respond and manage all inbound phone calls and internet leads. Confirm sales appointments, answer questions and present the best solution to client's needs.
- Cultivate clients relationship with existing and potential data base through proactive contact, products and services explanation. Log, track and maintain customer contact records.
- Responsible for increasing company's productivity by innovating new strategies and program to improve business.
- Provide coaching and developmental opportunities that continuously improve individual and team capabilities. Create, train and implement process

- Analysis of customer's equity position through available data base. Identify opportunities to manage the trade-in experience.

#### OTHER EXPERIENCE

Manage stakeholders and customer relationships to meet company's objectives.  
Detailed documentation of customers information for company's database.

- **Office Team** - Office Management specialist 2017 - 2018
- **Tamakei Group Consulting** - Program and Project Manager 2015 - 2016
- **Triem Couture Ltd** - Managing Partner 2015 - 2016
- **Northwest Resources Int'l** - Project Management officer 2012 - 2014
- **Air Portugal (TAP)** - Welfare and distribution officer 2011 - 2012

#### EDUCATION

<b>BA in Psychology</b>	University of Ghana
<b>Information Systems Management Certificate</b>	Aptech Computer Education
<b>Certificate in Intensive Program of French</b>	Le Village Francaise du Nigeria.