

TORRENCE C. FISHER

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FIXED OPERATIONS CONSULTANT (AUTOMOTIVE PARTS AND SERVICE)

Hard-working **Automotive Industry Professional** knowledgeable in parts and services. Dedicated to providing outstanding customer service while focused on profitability. Commitment to excellence as demonstrated by continuous growth and advancement within the same companies and industry.

- Inventory Control
 - Customer Relations
 - Hiring and Training
 - Systems Implementations
 - Warranty Administration
 - Expense Management
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EXPERIENCE

JOHNSON CHRYSLER PLYMOUTH
CONSULTANT to parts and service

Fort Pierce, FL
2002 to 2004

Hired to solve existing problems and create new compensation plans for technicians, parts staff and managers (approximately 75 employees).

- Developed successful pay plan based upon formulas for parts and service.
- Re-configured pricing to be more competitive and profitable.
- Provided training for sales and managers on implementation and maintenance of compensation program, including the “psychology” of how to motivate staff.

THE COLLECTION
DIRECTOR OF FIXED OPERATIONS
PARTS DIRECTOR
VOLVO PARTS MANAGER

Coral Gables, FL
1998 to 2002
1993 to 1998
1990 to 1993

In a period of 12 years, advanced from Parts Manager to Director of Fixed Operations by successfully identifying and overcoming sales and operational challenges.

- Supervised 25 staff members; increased gross sales by 59%; and averaged a five car turnaround with a 70% return on investment.
- Achieved \$8M in annual gross profits with 1,000 employees in 10 stores.
- Far exceeded dealer averages by delivering 17% net profit on sales
- Significantly improved service department sales among multiple car lines, which contributed to promotion to Parts Director.
- Implemented pay plans that compensated employees based upon productivity.
- Reversed poorly performing stores to consistent top performers.

DON ALLEN CHEVROLET
PARTS MANAGER
PARTS AND SERVICE DIRECTOR

Miami, FL
1986 to 1990
1980 to 1986

- Supervised 26 staff members and increased annual sales from \$480K to \$5M.
- Increased retail sales by 50%; wholesale sales by 60%; and net profit by 60%.

EDUCATION

University of Georgia, Parts Management Coursework