

# CHANEL GRAY

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## Professional Summary

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Accountable consultant demonstrating a high level of ownership and initiative. Quick and effective at decision making and maintaining excellent customer service. Persuasive and skilled at developing a diverse and large client base. Constantly looking for new ways to promote products and build professional network ties. Adept at tracking and following up on strong leads, managing accounts and building long-term relationships with customers. Motivated with over 5+ years retail experience in a fast-paced, team-based environment.

## Skills

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- Account management
- SCADA
- POS
- VAuto
- VinSolutions
- Podium
- Top-rated sales performance
- Quality assurance
- Real Time Data Acquisition
- Operations analysis
- PaaS
- OPUS Mobile
- Basic administrative knowledge
- Detail-oriented
- Staff training and development
- Excellent communication skills
- Calendar scheduling

## Work History

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### **BMW Client Advisor**

11/2021 to 11/2022

### **Zeigler BMW/Infiniti/Nissan Of Orland Park**

#### **50+ hours/week**

- Negotiated purchase prices and explained sales, warranty and optional products.
- Drove team revenue totals by bringing in top sales numbers.
- Qualified buyers by matching requirements and interests to various car or truck models and discussing finance options.
- Maintained compliance with all service, quality and regulatory standards.
- Effectively located merchandise across various stores to address customer needs.
- Responded to customer enquiries via telephone and email.
- Reviewed vehicles before final delivery to validate for completed tasks such as installed add-ons

and damage corrections.

- Contacted associated dealerships to locate desired vehicles meeting customer specifications.
- Followed-up on warm Internet leads and responded to customer questions about vehicle availability, price and options while fielding inquiries from various marketing websites.
- Greeted customers on lot and in showroom to answer questions about brand and available inventory.
- Closed sales by overcoming objections, asking for sales, negotiating price and completing purchase contracts.

### **Certified Sales and Leasing Consultant**

08/2020 to 11/2021

#### **Zeigler Nissan Of Orland Park**

##### **50+ hours/week**

- Matched customers with vehicles suiting individual needs, desires and means.
- Updated log sheets and followed up on customer leads.
- Scheduled appointments with prospective customers in order to meet face-to-face, demonstrate features and discuss options.
- Negotiated on strategic pricing and obtained favorable deal terms.
- Reviewed warm internet leads, qualified buyers and reached out to individuals regarding new and pre-owned vehicles.
- Responded to messages and inquiries from various parties and used well-developed active listening and open-ended questioning skills to promote quick issue resolution.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
- Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions.
- Pursued resolutions to achieve complete customer satisfaction, including tracking down hard-to-find merchandise at diverse locations.
- Offered comprehensive knowledge of vehicle operations and brand features.
- Closed sales by overcoming objections, asking for sales, negotiating price and completing purchase contracts,

### **CEC-Consultant Specialist II**

05/2020 to 08/2020

#### **Carmax**

##### **- 40+ hrs/Week**

- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Maintained excellent attendance record, consistently arriving to work on time.
- Drove operational improvements which resulted in savings and improved profit margins.
- Transported vehicles to customer locations within timeframe requested.
- Resolved escalations, improved operations and provided exceptional client support.

- SCADA Control Systems Experience
- PAAS Experience
- SaaS Experience
- CRM (Customer Relationship Management)
- Real Time Data Acquisition

### **Sales Consultant (Directors Club Level)**

09/2019 to 05/2020

#### **Carmax**

##### **- 40+ hrs/Week**

- Work with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas
- Conduct on-site product demonstrations to highlight features, answer customer questions and redirect concerns toward positive aspects
- Assist walk-in traffic with identifying financial needs and goals to provide customized solutions
- Provide pricing information to customers regarding specific products
- Cultivate lasting rapport with key industry clients by providing accurate pricing and credit terms to meet customer objectives
- Maximize customer retention by resolving issues quickly
- Increase sales by fostering relationships with customers, implementing business strategies and suggesting areas for improvement
- PaaS Experience
- SaaS Experience
- SCADA Control Systems Experience
- Real Time Data Acquisition
- CRM (Customer Relationship Management)

### **Integrated Solutions Manager**

06/2017 to 12/2018

#### **AT&T**

##### **- 40+hrs/Week**

- Prospected and conducted face-to-face sales calls with business executives and directors throughout assigned territory
- Attended monthly sales meetings and quarterly sales trainings
- Write sales contracts for orders obtained and submitted orders for processing
- Met existing customers to review current services and expand sales opportunities
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices
- Consulted with clients after sales and contract signings to resolve problems and provide ongoing support
- Attended sales training camp and brought best practices leadership back to the company

- Reviewed operational records and reports to project sales and determine profitability
- Trained all incoming sales team members
- Opus Mobile Experience
- CRM (Customer Relationship Management)
- Time Management
- Appointment Scheduling
- B2B

## **Retail Sales Consultant**

12/2013 to 06/2017

### **AT&T**

#### **- 40+hrs/Week**

- Greeted customers in a timely fashion while quickly determining their needs
- Recommended merchandise to customers based on their needs and preferences
- Wrote sales slips and sales contracts
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices
- Responded to customer questions and requests in a prompt and efficient manner
- Contacted other store locations to determine merchandise availability
- Engaged with customers in a sincere and friendly manner
- Completed all cleaning, stocking and organizing tasks in assigned sales area
- Built relationships with customers to increase likelihood of repeat business
- Contributed to team success by exceeding team sales goals by 125%
- CRM (Customer Relationship Management)
- Opus Mobile Experience
- Appointment Scheduling
- Time Management

## Education

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**Bachelor of Arts:** Music Business

**Columbia College Chicago** - Chicago, IL

**22 Credit Hours Obtained**

**Associate of Arts:** Music Business

2023

**Moraine Valley Community College** - Palos Hills, IL

**7 Credit Hours Obtained**

## Certifications

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**Opus/Opus Mobile Solutions** (2013) - AT&T

**SalesForce Oracle/ SaaS, PaaS, CRM** (2019) - Carmax

**Perc Certification** (2016) - On Q Professional Investigations