

Cara Burns

Clearfield, UT 84015

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Professional Summary

Accomplished automotive parts sales and customer service professional with 15+ years of experience in the automotive industry. Proven track record of driving sales growth, improving customer satisfaction, and reducing return processing time. Skilled in parts counter management, inventory control, and cash handling. Possesses a strong understanding of automotive repair and service procedures. Proficient in POS systems and has experience with customer loyalty programs.

Authorized to work in the US for any employer

Work Experience

Parts Counter Associate

NAPA Auto Parts-Layton, UT

June 2024 to February 2025

- Managed the parts counter, ensuring efficient and accurate processing of customer returns
- Collaborated with suppliers to negotiate return policies and procedures, resulting in improved return rates
- Maintained accurate records of returned parts, including serial numbers, quantities, and reasons for return
- Assisted customers in identifying correct replacement parts for their needs
- Provided exceptional customer service by addressing inquiries and resolving issues related to return
- Resolved conflicts between customers regarding returns in a professional manner while maintaining company policies
- Maintained a clean and organized work area at the parts counter for efficient operations

Production Worker

Lifetime Products, Inc.-Clearfield, UT

May 2022 to May 2024

- Operated and maintained production equipment, ensuring efficient and uninterrupted workflow • Followed standard operating procedures (SOPs) to ensure product quality and consistency
- Performed regular inspections of machinery to identify any malfunctions or defects, promptly reporting them to supervisors
- Maintained a clean and organized work area, adhering to safety guidelines at all times • Assisted in the setup and changeover of production lines as needed
- Monitored inventory levels of raw materials and notified appropriate personnel when supplies were running low

Lunch Lady

Lunch Pro-Kaysville, UT

September 2021 to May 2022

- Washed dishes from the days work
- Help prep food for breakfast and lunches
- Cleaned up the kitchen after lunches where passed out • Lifted between 30 to 50 lbs for boxes of food • Interacted with the kids at breakfast and at lunch

General Merchandise Clerk

Harley-Davidson, Inc.-Riverdale, UT

April 2020 to September 2021

- Customer service
- Pricing merchandise
- Security tagged merchandise
- Put inventory away
- Special ordering for customers

Parts Sales Manager

O'Reilly Auto Parts-Clinton, UT

June 2018 to April 2020

- Customer service
- Answered phones
- Helped customers with there car needs
- Placed phone orders
- Kept stocked organized
- Helped train new employees

Assistant Manager

Checker Auto Parts - Layton, UT

January 2014 to December 2018

Assist customers in finding the correct part(s) for their vehicles.

Installed batteries and windshield wipers

Answer phones and place phone orders

Keep stock organized

Cashier-proficient in cash in/cash out procedure

Education

High school diploma

Reseda Senior High School - Reseda, CA

September 1986 to June 1990

Skills • Proficient with phone, fax, and copy machine, Data entry, Organizational skills, retail sales, cash handling, customer service, computer and communication skills, inventory, cash register/POS, automotive repair.