

Max Donald

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o find employment utilizing my experience in motorcycle sales, parts sales or service writing.

Work Experience

Parts Specialist II

City and County of Denver - Denver, CO

2022 to 2023

- Specify and order parts for city's fleet.
- Schedule repair service for items not handled in city's garages.
- Stocked parts.
- Assign parts to mechanics.
- Create purchase orders.
- Received parts against purchase orders for payment processing.
- Responsible for purchasing special order parts with personal procurement card.
- Monthly reconciliation of procurement card.
- Certified fork lift operator.

Performance Cycle of Colorado - Centennial, CO

2021 to 2021

Centennial, CO

Parts Counter

- Locate and specify OEM and aftermarket motorcycle parts and prices.
- Provide customer service both in person and over the phone.
- Stock shelves and assist with pulling inventory to fulfill web orders.
- Advise customer tire selection based on manufacturer specifications and their riding habits.
- Place special orders for non-inventory parts.
- Experienced with Lightspeed POS.

Fit Specialist (Motorcycle Sales)

Avalanche Harley Davidson - Golden, CO

2021 to 2021

- Help customers with selection of new and used motorcycles.
- Assist customers in person and via phone/email.
- Responsible for CRM maintenance including greets, follow up calls and cold calls.
- Demonstration rides with customers.
- Provide orientation on motorcycle controls after the sale.
- Hold Colorado Motor Vehicle Salesperson license (transferable).
- Consistently reached monthly quotas.

Pawn Manager

Massa Auto Pawn - Denver, CO

2017 to 2020

- Inspect and assign wholesale value for cars and motorcycle pawns.
- Hold Colorado Motor Vehicle Salesperson license (transferable).
- Balance cash drawer, cut checks and do daily banking.
- Open/close the store and assisted customers.
- Perform monthly inventory of vehicles in pawn.
- Consistently hit monthly bonus goals.

Parts Sales

EC Power Systems - Denver, CO

2014 to 2016

Specified and sold parts for industrial generators and diesel engines for such brands as Kohler, Honda, Kubota and Mitsubishi.

- Worked with customers via telephone, email and in person.
- Ordered directly from the manufacturer and transferred inventory from branches as needed.
- Assisted in the warehouse with receiving, pulling stock and preparing shipments.
- Drove the forklift when an experienced warehouse employee was not available.
- Consistently held one of the highest gross profit averages in the department.

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Fay Myers Motorcycle World - Greenwood Village, CO

2006 to 2012

Parts Counter

- Sold parts and accessories over the counter and on the phone.
- Helped setup accounts with vendors.
- I was one of the top sellers in a busy parts department.

Parts Department Manager

Erico Motorsports - Denver, CO

2004 to 2006

- Was responsible for parts department employees and stock.
- Stepped-in to help service department as an Advisor when needed.
- Increased parts department profit by 20% in one year.

Excel Yamaha - Lakewood, CO

2000 to 2004

Parts Counter

- Was the service department contact.
- Did receiving for a season.
- Great dealership experience.

Technician/Service Advisor/Parts Sales

AMS - Kremmling, CO

1990 to 1999

- Service technician in a small snowmobile dealership.

- Did set up of units as well as service advisor.
- Developed good customer service skills.
- Did minor work on motorcycles in the summer.

Education

Motorcycle Mechanics Institute - Phoenix, AZ
1993 to 1993

High School Diploma

West Grand High School - Kremmling, CO
1988 to 1992

Skills

- SKILLS
- I understand the "ins and outs" of a dealership very well.
- Committed to customer satisfaction.
- I am professional, courteous, dependable and supportive.
- I have good computer skills and am a fast learner.
- I have strong customer service skills whether in person, on the phone, or in email communication.
- Strong problem solving abilities.
- Management and supervisory skills.
- Opening, closing, balancing, and depositing of daily cash drawer.
- Always willing to learn new information.
- Have had Lemco management training.
- Trade show experience. ABOUT ME
- I am a motorcycle enthusiast. I currently own three machines: a 2015 BMW R1200GSA; a 2008 BMW F800ST; and a 2002 Kawasaki ZRX1200R. I completed a 1,200 mile ride through the Colorado Rockies in July 2020.
- Hobbies include candle making, camping, hiking, and reading.