

Samantha Gage

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Summary

Well organized with excellent customer service. 10 years within the automotive industry including light duty and heavy duty. Experienced maintaining professional relationships with customers and technicians by providing friendly, and courteous service. As capable of managing others as being managed.

Experience

Pyramid Construction Inc | Colorado Springs, CO

Parts Supervisor | 04/2018 - 03/2023

When I had started working at Pyramid, the parts department was a large cardboard box of random dusty parts on the floor. By the end of my employment however, the parts department included 2 people and 3 rooms of inventory.

- Responsibilities included purchasing the correct parts, at a reasonable price and speed for the technicians to complete their jobs.
- Learned and helped train others to use various online parts websites for light , medium, heavy duty, and construction equipment
- Built an on hand inventory of commonly used parts to help anticipate the needs of the night shift and weekend shifts.
- Organized invoices to account for every dollar and cent spent on parts and equipment.
- Trained a number of parts specialists for the position in parts and helped guide them into providing the best service to the shop as possible.
- Experienced in finding and purchasing parts for heavy duty construction equipment and heavy duty trucks, as well as trailers and small engines.
- Loaded appropriate work orders on correct technicians and made sure they had the tools, product, and parts needed to do the job once and well
- Learned to use internet to the best advantage to assure that equipment was never down long, especially during the shipping difficulties in the years after the pandemic
- Ran shop when manager was away or on vacation. Never above asking for advice or help
- Helped generate ideas for a better department and helped implement them
- Performed a full audit of inventory monthly to insure accuracy

Transwest | Fountain , CO

Delivery Driver | 07/2017 - 12/2018

- Trained new drivers on the company's delivery process and effective customer service practices
- Maintained excellent punctuality, customer service, and efficiency.
- Boosted customer satisfaction with excellent customer service

MHC Kenworth | Colorado Springs, CO

Delivery Driver | 11/2016 - 06/2017

- Maintained excellent punctuality, customer service, and efficiency.
- Boosted customer satisfaction with excellent customer service

AutoZone | Herkimer , NY

Retail Parts Specialist | 01/2013 - 01/2015

- Assisted customers in buying the correct parts
- Increased sales month over month
- Maintained inventory by cycle counts
- Trained new associates
- Correctly organized parts according to provided plan-o-grams

Skills

Customer service, Time management, Communication skills, Leadership, Organizational Skills, Purchasing, Computer skills, Cashiering, Microsoft office, Inventory control, Typing

Education

Oppenheim Ephratah Central School | Oppenheim, NY

General | 06/2008

Graduated top 5