

Douglas Millsaps, JR

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Enthusiastic and dependable Sales and Customer Acquisition Specialist with over 10 years of experience in sales and client relationship management. Highly skilled in new customer identification and development, complex product sales, and account management. Adept at teamwork, negotiations, and technical understanding.

WORK EXPERIENCE

Mark Fricken Ford, *Auto Sales Representative*

May 2023 – Present

Achieved a top 5% ranking among sales producers through a strong focus on customer relationship-building and effective negotiation.

- Ranked in the Top 5% of the company's sales producers.
- Specialized in new customer acquisition and long-term relationship management.
- Closes sales using advanced negotiation techniques.

Faulcon & Associates Real Estate LLC, *Administrative Office Assistant*

Aug 2022 – Apr 2023

Elevated customer service by streamlining communication processes, ensuring top-notch client relations.

- Managed customer relations through efficient call and message handling.
- Maintained critical business documents and files.

Randy Marion Buick GMC, *Auto Sales Representative*

July 2021 – July 2022

Consistently exceeded customer satisfaction goals, achieving a CSI above 96% every quarter.

- Sold over 100 units of new and used vehicles.
- Achieved a Customer Satisfaction Index (CSI) above 96% each quarter.
- Utilized online marketing to increase sales opportunities.

Parks Chevrolet, *Auto Sales Representative*

July 2019 – June 2021

Shattered company sales records and earned multiple awards for exceptional performance.

- Set sales records by selling over 658 units.
- Received the Mark of Excellence Award for exceptional sales performance.

EDUCATION & CERTIFICATIONS

Central Piedmont Community College, *Business Management*

Nov 2016, Charlotte, North Carolina

- Cum laude graduate - 3.52 GPA
- Dean's List: Fall 2007, Spring 2008, Fall 2008, Spring 2009, Fall 2009

Certifications:

Account Manager Certification - IIANC – Insurance Academy, 2022

SKILLS

Writing - A passion for language; strong writing and line editing skills; experience writing for both a developer, B2B, and end-user audience. Diverse writing portfolio, including ghostwriting, B2B copywriting, industry reports, and T2B (tech to business) blockchain content.

Time Management - Self-motivated with sound time-management skills. Able to thrive in a fast-paced environment, managing various competing priorities simultaneously.

TOOLS & TECHNOLOGIES

Tools and Technologies - HubSpot Marketing Hub, WordPress, CRM, CMS, Jira, HootSuite, Buffer, G Suite, Github, SocialHP.

SEO - Semrush, Yoast, Moz, Featured Snippet Optimization, Google Analytics, Google Search Console.