

**Steve Cherches**  
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**Objective:**

- To contribute to the success of a vibrant and successful organization, utilizing my experience to uphold my commitment to provide excellent customer service and exceed performance standards.

**Skills/Achievements:**

- Excellent communication and customer service skills
- Strong work ethic, dependable, dedicated and motivated
- Consistent customer satisfaction leader
- Prompt, efficient response to online sales inquiries
- Top new and used car salesperson at Morrie's 394 Hyundai 2007-2011
- Member of '200 Club' in 2012 for selling over 200 vehicles

**Education**

- B.A. Urban Studies/University of Minnesota

**WorldPac Inc.** Aug. 2021 - Present **Driver/Warehouse Worker**

- Stage incoming inventory
- Verify product returns
- Selecting, packing and delivering parts to various automotive repair facilities and dealers
- Committed to providing a high level of customer service

**Good Shepherd Elementary School** February 2021 - July 2021 **Hot Lunch Support**

- Abiding by health codes, cleaning and safety protocols
- Food preparation and serving school lunch
- Interacting with staff and students

**AAA Minneapolis:** Aug. 2017 - Dec. 2020 **Dispatch Supervisor**

- Responsibility for all hiring, scheduling, and supervision of Emergency Road personnel
- Responded to escalated customer and contractor service Issues
- Assisted in compilation of contractor and employee newsletter
- Created an incentive plan designed to elevate service level

**United States Postal Service: Jun. 2017 - Aug. 2017 Rural Route Mail Carrier**

- Sorted, lifted and pushed moderate to heavy loads of mail and packages to prepare for delivery
- Delivered mail and packages for assigned route
- Picked up mail/ packages from customers

**Lupient Kia: Jan. 2017 - Jun. 2017 Sales and Leasing Consultant**

- In charge of all aspects of the sales process
- Administered customer needs assessments
- Provide product demonstration and presentation of all finance options and delivery of vehicles
- Excellent customer retention and satisfaction follow up
- Maintained department statistical data

**Morrie's 394 Hyundai: Jan. 2007 - May 2016 Internet Manager/Sales and Leasing Professional**

- Responded to all online customer purchase and leasing inquiries
- Maintained vendor relations and internet advertising
- Provided daily/monthly statistical data for internet sales department
- Managed all aspects of the sales and delivery process; provided continuous customer care
- Responsible for all internet and telecommunications follow up
- Exceeded sales goals

**Walser Chrysler Jeep: Jan. 2000 - Dec. 2007 Sales and Leasing Representative**

- Established and maintained client list
- Sold and leased product utilizing customer management system
- Delivered over 100 class-breaking PT Cruisers
- Coordinated the installation of aftermarket products