

# Faith James

Hendersonville, TN 37075

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+1(629) 264-2886

- 30 plus years experience in the Car business.
- Sub-prime finance is my passion
- Currently looking for a new position, I am always open to new ideas.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Territory Sales Manager**

1803 Capital LLC-Nashville, TN

October 2022 to July 2024

- Built and maintained strong relationships with automotive dealerships, securing long-term partnerships.
- Built and utilized CRM software to track leads, manage pipelines, and generate accurate sales forecasts regularly
- Resolved customer complaints or issues promptly and effectively, ensuring high levels of customer satisfaction at all times
- Analyzed territory performance data regularly to identify areas for improvement or growth opportunities; adjusted strategies accordingly

### **General Manager**

CreditYES Autos-Hendersonville, TN

January 2020 to October 2022

- Oversaw all aspects of daily operations, including staff management, customer service, and financial performance
- Developed and implemented strategic plans to drive business growth and increase profitability
- Managed inventory levels to optimize stock availability while minimizing carrying costs
- Conducted regular performance evaluations for staff members, identifying areas for improvement and providing constructive feedback
- Resolved customer complaints promptly and effectively to maintain high levels of customer satisfaction
- Managed and resolved conflicts among team members to maintain a positive work environment
- Instituted quality control measures ensuring consistent delivery of high-quality products/services
- Streamlined workflow processes resulting in improved productivity

## **Automotive sales, finance, BDC, wholesaler, manager**

Commodore Motors-Nashville-Davidson, TN

2014 to 2019

- During this time I worked at a few independent dealers.
- Subprime was still my main focus.
- As the saying goes, I would handle everything from A-Z.
- Wholesaler
- BDC
- Sales
- Finance
- Floor plan
- Title Clerk
- This was a particular time in my life when I was a single Mom with 4 kids at home. I was lucky enough to be able to work at these independent car lots during this time so I could still have time for my children.

## **Account Manager**

DIGITAL AIRSTRIKE-Nashville, TN

January 2012 to December 2013

- This was a short-term contracted position
- Automotive product sales of social media products and management.
- Maintained and strengthened current customer relationships, resulting in increased revenue.
- Generated and successfully closed new revenue opportunities, resulting in over 200 new customers.
- Aimed marketing campaigns to reach untapped demographic segments generating an unlimited amount of new leads and customers every month.

## **Account Manager**

WESTLAKE FINANCIAL-Nashville, TN

January 2010 to December 2013

- Present and sell company products and services to current and potential clients.
- Prepared plans and schedules to identify specific targets and projected number of contacts to be made.
- Build, maintained and strengthened relationships with current and potential clients.
- Communicated new products and services to managed accounts.
- Addressed all client concerns within established turnaround times.
- Prepared comprehensive status reports related to forecasted sales goals and closings.
- Followed up on new leads and referrals resulting from field activity.
- Prepared and presented presentations, proposals and sales contracts.
- Developed and maintained sales materials.
- Signed a minimum of 2 new stores a day resulting in increased clientele and profit.

## **Account Manager**

CONSUMER PORTFOLIO SERVICES-Nashville, TN

January 2005 to December 2010

- Sold and executed over 200 signed contracts with Dealerships across the state of Tennessee.
- Present and sell company products and services to current and potential clients.
- Prepared plans and schedules to identify specific targets and projected number of contacts to be made.
- Build, maintained and strengthened relationships with current and potential clients.
- Communicated new products and services to managed accounts.
- Addressed all client concerns within established turnaround times.
- Prepared comprehensive status reports related to forecasted sales goals and closings.
- Followed up on new leads and referrals resulting from field activity.
- Prepared and presented presentations, proposals and sales contracts.
- Developed and maintained sales materials.

## **Dealer Principal**

MERCEDES & BMW OF BOWLING-Bowling Green, KY

January 2002 to December 2006

- Built and maintained relationships with lending institutes to secure finance programs.
- Directed sales efforts for the dealership to secure more deals
- Increased backend gross by a minimum of \$1k per vehicle deal.
- Maintain a perfect customer service rating
- Earned the prestigious award of Mercedes Benz Standards for Excellence award year after year.

## **Finance & Insurance (F&I) Director**

ELMORE TOYOTA-Huntington Beach, CA

January 1996 to December 2001

- Offered vehicle financing and insurance to customers and familiarized them with aftermarket products and extended warranties and a complete explanation of manufacturer and dealership service procedures and policies.
- Built, maintained, and strengthened the relationship with lending institutes to secure competitive interest rates and financing programs.
- Processed financing and leasing deals and secured approval through financial sources.
- Complied with federal, state and local regulations that affect the new and used-vehicle and finance departments.
- Created and maintained a process with the sales department that ensured an error free transition of all new sales to the F&I department.
- Educated the sales team on finance and lease programs and the benefits of the dealership's financing and extended service programs.

## Education

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### **Online course in Graphic Design**

The Art Institute - Los Angeles, CA

January 2000 to December 2003

### **Master of Finance in Automotive**

Lloyd Anderson Finance School - Santa Ana, CA

January 1991 to December 1992

## Skills

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- Credit Analysis
- Payroll
- Title Processing
- Presentation Skills
- Account Management
- Management
- Cold Calling
- Accounts Receivable
- Microsoft Outlook
- Sales Management
- Social Media Management
- Marketing
- Underwriting
- Business Development
- Tax Experience
- Office Management
- CRM Software
- Outside Sales
- B2B Sales
- Negotiation

## Certifications and Licenses

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### **Certified Notary Public**