



# Brady Meredith

📍 Louisville, KY 40208 📞 15027971499

✉️ porkchop2002.bm@gmail.com 🔗 [Bold Profile](#)

## PROFESSIONAL SUMMARY

Dynamic Commercial Sales Manager with a proven track record at O'Reilly Auto Parts, excelling in customer service and sales growth. Skilled in team building and account management, I effectively supervised operations and trained staff, driving efficiency and enhancing customer satisfaction. Adaptable and results-oriented, I thrive in fast-paced environments.

## SKILLS

- Customer service
- Training and mentoring
- Team building
- Account management
- Written and verbal communication
- Onboarding and coaching
- Sales skills
- Returns processing

## WORK HISTORY

### COMMERCIAL SALES MANAGER

08/2024 to CURRENT

#### Oreilly Auto Pats | Louisville, KY

- Cultivated sales relationships with installers and professional customers.
- Processed customer orders efficiently via phone and online platforms.
- Oversaw servicing and maintenance of delivery vehicles to uphold company standards.
- Completed vehicle inspections on schedule. Recorded daily mileages in delivery fleet management devices accurately. Supported maintenance of fleet operations through diligent tracking of vehicle performance.
- Assisted sales specialists and territory sales managers in delivering exceptional service to professional customers.
- Ensured verification and billing of all products, merchandise, warranty parts, and cores prior to customer departure from store.
- Facilitated timely pickup and crediting of customers' new core and warranty returns.
- Conducted audits of customer returns to identify warranty abuse and ensure compliance with return policies.
- Supported front counter operations and retail counter activities as required.
- Executed backroom operations, including auto-loading returns and managing stock inventory.
- Facilitated timely and efficient processing of customer labor claims.

### STORE MANAGER

01/2021 to 08/2023

#### Oreilly Auto Pats | Louisville, KY

- Directed team members to maximize sales through exceptional customer service delivery.
- Executed order solicitation and product sales while upholding company policies.
- Assisted in maintaining customer relationships to support sales growth at assigned accounts. Reviewed customer requirements to identify opportunities for market expansion. Solicited business for inventory and daily needs, along with equipment sales.
- Facilitated communication and coordination of sales call initiatives with territory sales manager.
- Supported store team members by overseeing daily operations and collaborating with district manager on recruitment, testing, hiring, evaluation, promotion, discipline, and termination processes.
- Implemented scheduling and timekeeping strategies derived from sales and payroll forecasts.
- Audited team member timecards for clocking accuracy and rectified all missed punches daily.
- Facilitated continuous skill enhancement for store team members through comprehensive training on policies, procedures, customer service, computer operations, catalogs, sales, and safety.
- Collaborated with sales and pricing departments to establish competitive pricing levels for professional customers.
- Optimized gross profit margins on external procurement activities.
- Oversaw monitoring of non-competitive price overrides and price matches to ensure adherence to policy standards.
- Oversaw store organization and ensured compliance with company policies and procedures.
- Facilitated communication of new company information to all team members as required.
- Executed planogram modifications and merchandising strategies as specified.
- Delivered accurate and timely stock adjustment recaps to inventory control department.
- Assisted in managing daily store accounting tasks to support overall store operations. Processed sales reports, bank deposits, and cash drawer reconciliations. Handled check processing and maintained accurate financial records.
- Oversaw management of charge accounts, addressing past due situations with urgency.
- Monitored vulnerable areas and supported implementation of loss prevention procedures. Focused on billing, cash refunds, credit, and stock transfer processes. Assisted in managing core and warranty procedures, key control, safe combinations, alarm codes, and shoplifting prevention efforts.

- Oversaw cleanliness and maintenance of store vehicles, ensuring adherence to inspection schedules.
- Documented property and building requirements utilizing Maintenance and Repair System (MARS) for effective communication with district manager.

## TECHNICIAN

04/2020 to 08/2020

### Valvoline | Louisville, Ky

- Assisted in performing car maintenance tasks by following step-by-step procedures. Supported team members in identifying and resolving vehicle issues. Contributed to the overall efficiency of service operations.
- Assisted customers in resolving inquiries and issues effectively. Provided support to team members in delivering exceptional service. Contributed to maintaining a positive customer experience.
- Collaborated with team members to achieve project goals. Supported team dynamics through effective communication. Assisted in managing tasks to meet deadlines.
- Assisted in managing business finances by tracking expenses and revenues. Supported budget preparation and monitoring processes. Aided in financial reporting to ensure accuracy and compliance.
- Assisted in training team members on effective techniques. Supported colleagues in developing their skills through hands-on guidance. Facilitated knowledge sharing sessions to enhance team performance.

## SERVER ASSISTANT

09/2018 to 03/2020

### Texas Roadhouse | Louisville, KY

- Facilitated guest assistance by addressing inquiries and fulfilling requests.
- Facilitated server support to enhance table service efficiency.
- Executed efficient clearing and cleaning of tables to enhance dining experience.
- Implemented rigorous safety and sanitation protocols to ensure compliance and workplace safety.

## EDUCATION

### High School Diploma

South Oldham High School , Crestwood