
Robert Terence Hanley
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SUMMARY OF QUALIFICATIONS

Profit-oriented sales professional with over 30 years of corporate responsibility, managing multiple departments and establishing long-term relationships. Skilled in new business development, staff supervision, training and a strong concentration on customer service. Multi-faceted and versatile; recognized as an effective motivator. Additional experience includes merchandising advertising, human resources, management and team building.

PROFESSIONAL EXPERIENCE

Zurich North America, New England Region Framingham, MA 2009 - present

Finance and Insurance Executive, Direct Markets Division

Professional Finance and Insurance (F&I) provider executive, responsible for the efficient management of New Car Dealer Groups in the New England Region. Determined cause and effect and provided solutions through products and effective business development models while increasing profits within each dealership; consistently reached quarterly revenue targets. Cultivated and maintained relationships with management, clients, dealers and colleagues through goal setting and a high level of responsiveness.

- Applied knowledge of financial management to spearhead, develop & execute impactful growth strategies, reinsurance, sales plans, cost savings opportunities and marketing campaigns to elevate brand awareness and increase revenues
- Provided F&I consulting and delivered comprehensive on-site/offsite training programs within dealerships throughout territory
- Audited dealer records for product & ethics compliance
- Served as a key resource on strategies to increase product penetration and drive sales for dealership.
- Consistently exceeded annual product performance targets, increasing region profits

Unity Works Media - Edina, MN

2008 - 2009

Video marketing company within Auto Industry

Northeast Regional Manager/ Outside Sales and Development

- Consummated and prospected over 85 new contracts/accounts within the Northeast Region while dealing with Owners, GM's and decision makers.
- #1 in outside sales for Regional Managers in 2008 for Unity Works Media, while maintaining existing relationships and accounts.
- Established a Consultative Partnership with clients to develop a strategic blue print for the dealerships to Brand their stores story, products. While ultimately cutting cost, selling more cars through web site enhancement with tech savvy technology and video products.
- Worked and developed relationships and new account such as Prime Motor Group, Mile one, Group one, Penske Automotive, Boch Motors, Hoffman Group, Prestige Motors, Watertown Lexus/Toyota, Village Motor Group, and many more strong automotive Dealerships.

McGee Family Dealership-Toyota, Dodge & Pre-owned - Hanover, MA

2006 - 2008

Business Development Manager/Asst. General Manager

Organized and developed business development center department and follow up systems integrating the Internet. Assisted in the development of the McGee Certified Program for pre-owned vehicles. Managed the sales processes to increase profitability for 2006.

Boch Motors - Norwood, MA

2004 - 2006

*Toyota Dodge/ New to You Super Store Asst. GSM /
GSM / GSM & GM*

Managed, supervised and trained over 50 Sales Representatives. Supervised 6 closing teams of manager. Worked closely with the 4 man Desk Manager team to sell over 800 cars per month. Maintained #1 Sales in New England while placing in the Top 10 in Country.

Lexus of Norwood - Norwood, MA 02205

2002 - 2004

Sales Manager/Lease Coordinator

Developed, trained and lead sales team to be #1 in New England and top 6 in the Northeast. Established and maintained "**Elite of Lexus Award**". Created and increased sales in lease penetration with strong profits.

Gallery Group**Volkswagen, Mazda antiSuzuki - Norwood, MA**

2001-2002

General Sales Manager

Responsible for three car lines and supervision of sales personnel. Implementation of processes and expansion of personnel to increase sales profitability. Built long-term customer relationships. Handled merchandise and managed inventory control of new and pre-owned vehicles.

McGee Family Dealerships**Hanover Dodge, McGee Toyota and pre-owned center - Hanover, MA**

1997 - 2001

General Manager/General Sales Manager

Managed and supervised all aspects of the sales, parts, service and wholesale departments. Developed a winning team. Gained vast experience representing the dealership at NADA 20 Group for three years.

Bernardi Toyota-Framingham, MA

1996 - 1997

General Sales Manager

Ran and maintained the sales desk, recruitment, training and supervision of all new and pre-owned departments.

Boch Toyota-Norwood, MA

1994 - 1996

General Manager

Reported directly to dealer principle. Oversaw daily operations, built a winning team with over sixty employees. Managed over thirty sales and lease representatives, with five F&I personnel with over ten managers. Received New England Award #1 Volume dealership two years in a row.

Achieved top status as one of top fifty dealers in the country. Received prestigious "**Toyota President Award**".

Herb Chambers Inc.**Lexus of Norwood-Walpole, MA**

1992 - 1994

Sales Manager

Aided and developed the dealership to be the top of Northeast Lexus dealerships in new and certified cars. Earned and maintained the "**Elite of Lexus Award**".

Signature Silkscreen\Rock & Roll T's-Boston, MA

1990 - 1992

Owner/Vice President

Merchandise and Marketing firm, specializing in full merchandising for major sporting events and national entertainment acts. Oversaw day-to-day operations including acquisitions, contract negotiations, production and marketing. Supervised over fifteen employees.

Boch Toyota-Norwood, MA

1987 - 1990

Sales Manager/F&I/Aff. er Sale Manager Sales & Lease Representative

First introduction to the automobile industry. Moved from sales associate to F&I within a year and a half. Promoted to within six months to sales manager. Received top award for CSI and became closing expert.

Brockum Company-New York, New York

1983 - 1987

Tour Merchandise Manager/Tour Coordinator and Operations manager

Managed select accounts for the world's largest merchandising company in the entertainment industry. Responsible for merchandising agreements and delivery with entertainment groups and facilities throughout the world.

EDUCATION

Rhode Island College – Providence, RI

Bachelor of Arts

Major: Managerial Economics

Minor: Psychology

