

# John D. Pearce

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**OBJECTIVE** To provide excellent customized consultation, training development, and facilitation for companies and individuals leading to higher levels of corporate and individual success.

## PROFESSIONAL EXPERIENCE

**Facilitator** Responsible for facilitating a variety of manufacturers' national sales and service training programs (individually and as part of a team). These include long- and short-term programs, Ride 'n' Drives, "soft skills", product knowledge, and corporate culture change. (For a detailed list, see document "Total Experience")

**Instructional Designer/Writer** Actively consult with clients to assess training needs, develop curriculum to meet those needs. Responsible for instructional design and writing a variety of manufacturers' national sales, service, and product training programs for either facilitated classes or on-line learning. (For a detailed list, see document "Previous Projects")

**District Sales Manager** Responsible for wholesale and retail sales for 16 dealerships in Washington, Oregon and Alaska. Duties included consulting with Dealer Principals, General Managers and Sales Managers on advertising, marketing, sales training, inventory control, and profitability. Also worked with Service and Parts District Managers to increase overall dealer profitability. Total district retail sales increased 35% (compared to 14% nationally), and Customer Satisfaction (SSI) scores increased 17% (compared to 6% nationally) over the previous year.

**Sales Manager** Responsible for interviewing, hiring, training, and supervising up to thirteen sales consultants; developing sales strategies, monthly quotas and goals; appraising trades; negotiating and closing deals; and managing inventory. Worked closely with Service and Parts Managers to increase customer crossover between departments.

**Sales Consultant** Responsible for selling new and used automobiles and training new sales consultants. Consistently ranked #1 or #2 in volume and gross profit every month while maintaining a Sales Satisfaction Index score of 96% or higher. Awarded Mitsubishi's Diamond Sales Guild Silver for excellence in Customer Satisfaction and New Car Sales.

**Photography Instructor** In addition to teaching beginning and intermediate courses, responsible for designing the course curricula and all materials used.

**Commercial Photographer** Specialized in architectural and location photography and in developing new and innovative techniques for photography in challenging situations.

## EMPLOYMENT HISTORY

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| 1999 – present | <b>Facilitator, Instructional Designer, Writer, and Consultant</b> , Olympia, WA           |
| 1998 – 1999    | <b>District Sales Manager</b> , Mitsubishi Motor Sales of America, Seattle/Portland Region |
| 1995 – 1998    | <b>Regional Sales Training Manager</b> , Mitsubishi Motor Sales of America, Orlando, FL    |
| 1995           | <b>Sales Manager</b> , Fort Lauderdale Mitsubishi, Fort Lauderdale, FL                     |
| 1993 – 1994    | <b>Sales Consultant</b> , Fort Lauderdale Mitsubishi, Fort Lauderdale, FL                  |
| 1991 – 1993    | <b>Certified Instructor of Photography</b> , School Board of Broward County, FL            |
| 1982 – 1993    | <b>Commercial Photographer</b> , On Location (self-employed), Fort Lauderdale, FL          |