

### Strengths

- \*CUSTOMER RELATIONSHIPS
- \*SALES PERFORMANCE
- \*COMMUNICATION OF VEHICLE PROBLEMS IN A WAY CUSTOMERS CAN UNDERSTAND
- \*ORGANIZATION
- \*ALWAYS ON TIME
- \*WILL ALWAYS GET THE JOB DONE

### Weaknesses

- \*INTERNAL RELATIONSHIPS AT TIMES, THE WAY I RELAY WHAT WE NEED TO DO CAN COME OFF AS HARSH TO SOME PEOPLE.
- \*RESPONSE UNDER PRESSURE WHEN THINGS ARE NOT DONE THE WAY I DO THEM TO MAKE A JOB EASIER.
- \*FORGETFULLNESS WHEN SCHEDULING A CUSTOMER AFTER BEING CONTACTED VIA EMAIL VERSUS PHONE CALL. (GETTING A LOT BETTER AT THIS BUT A CONSTANT EFFORT) I ENJOY SPEAKING WITH CLIENTS ON THE PHONE RATHER THAN TEXT OR EMAIL

### Opportunities

- \*WORK AROUND AND DRIVE THE BEST CARS IN THE WORLD EVERY DAY.
- \*HAVE GREAT LEADERSHIP WHICH GIVE ME THE OPPORTUNITY TO STRENGTHEN CUSTOMER RELATIONSHIPS AT MY DISCRETION, NO MATTER WHAT IS NECESSARY.
- \*FUN AND ENGAGING TRAINING EVENTS THAT ALLOW US TO TRAVEL THE COUNTRY TO LEARN ABOUT THE PRODUCTS WE OFFER.
- \*FUTURE MANAGEMENT ROLE BEING A PROMOTE FROM WITHIN ORGANIZATION

### Threats

- \*DAMAGING THESE TYPES OF VEHICLES OR INCORRECTLY QUOTING A REPAIR IS VERY COSTLY, NOT SIMILAR TO A MISTAKE MADE AT A LOW END DEALERSHIP.
- \*SOME CLIENTS CAN BE VERY DIFFICULT AND WILL COMPLAIN THEIR WAY TO UPPER MANAGEMENT AND GET WHATEVER THEY WANT WHETHER YOU DID SOMETHING RIGHT OR WRONG

### Strengths

optimistic  
good w/ customers  
personable  
eager to learn  
intelligent

### Weaknesses

- I get in my own head
- can be distracted @ times
- too hard on myself

### Opportunities

Learning  
helping others  
personal growth

### Threats

- not most, but some customers doubting my credibility because of my gender in the car business.

Strengths

Intelligent  
Hard Working  
Experienced  
Independent

Weaknesses

Nosey  
Jealous  
Independent (doesn't listen well)

Opportunities

Learning  
Teaching  
Management

Threats

Leaving  
Frustration