

TOBY KAKEHI

GOV. MSG. NO. 511

Professional Summary

I'm a leader dedicated to continuous process improvement in the face of rapidly evolving and changing markets. I am extremely results-oriented and proactive in addressing and resolving problems. I have been successful at every level of my career and brought results to every company I've worked for.

Skills

- | | |
|------------------------------|------------------------------|
| • Consistently exceeds goals | • Project management |
| • Client account management | • Product development |
| • Effective leader | • Conflict resolution |
| • Staff training/development | • Human resources management |

Work History

Account Manager, 07/2014 to current
Altec Industries, Inc

- Manages Sales of all lines of New Equipment in the State of Hawaii by working with Utilities, Municipalities, and Contractors to create a custom product and experience for specific needs
- Helped to lead Hawaii to record breaking sales and metric increases every year along with growing our Service footprint

Service Consultant, 01/2010 to 07/2014
Mercedes Benz of Honolulu

- Manages a team to produce a luxury service experience for high line clients resulting in top CSI scoring.
- Resolves customer experience issues while increasing customer retention and maintaining employee productivity.

Service Manager, 01/2008 to 01/2010
Bridgestone/Firestone Inc

- Responsible for managing various full service auto facilities with up to 15 employees and 50 vehicles per day.
- Maintained a continued growth in profit and customer count while obtaining excellent CSI scores.

Management Associate, 01/2006 to 01/2008
Servco Pacific Inc

- Lead Management program tailored to prepare new General Manager's for Dealership placement while filling management needs.
- Managed various automotive retail and distribution departments while taking part in various process improvement and management projects.
- Took lead of opening and managing a new Parts and Service Facility while posting a profit in only the second month after opening.

Education

Bachelor of Arts: Communications with a Minor in Speech, 2002
University of Hawaii at Manoa –

Accomplishments

Spearheaded development and rollout of Subaru Parts and Service. Established and managed partner relationships on a daily basis. Developed process, budget, and business strategy which led to a \$6K profit in the 2nd month after opening

Helped develop various sales and service training programs for new staff which ensured process quality and efficiency

Involved in multiple interdepartmental projects including contract negotiations, new multi department software roll out, and project management

Altec President's Club Award Winner

Team Servco Award Winner