**Andrew G. Hegeman**

[drew.g.hegeman@gmail.com](mailto:drew.g.hegeman@gmail.com) 716-397-8914

**SKILLS AND QUALIFICATIONS**

* Proven performer with 15 years of superb sales and customer service experience
* Trusted advisor to customers post-sale to foster long-term relationships and build loyalty
* Goal-driven contributor with focus on quality and person-centered outcomes
* Active listener who is analytical to ensure clients receive the best support possible
* Excellent communication and business skills ensuring correct and competent work
* Committed to continuous learning for professional and personal development

**EDUCATION**

**Nazareth University** Rochester NY

Bachelor of Science, Business Administration (Concentration: Accounting)

**CERTIFICATIONS**

**Cornell University: Yang-Tan Institute on Employment and Disability** Online

Work Incentives Planning and Utilization for Benefits Practitioners (WIP-C)

**Mental Health Association of Rochester – Peer Training Academy** Rochester NY

Peer Support Specialist

**Greenville Technical College** Greenville SC

Health Care Coordinator: OSHA and HIPAA certified

**PROFESSIONAL EXPERIENCE**

**Harv’s Harley-Davidson** Macedon NY

Associate General Manager 5/22 – 1/23

Finance Manager/Sales 2/10 – 6/16

* Increased motorcycle sales by 75%; developed incentive-based pay to enhance retention
* Collaborated with dealership team to achieve Harley-Davidson awards of excellence
* Oversaw day-to-day operations, inventory management, new hire onboarding

**Harley-Davidson of Greenville** Greenville SC

Service Manager 1/19 – 7/20

Parts and Service Director 10/16 – 1/19

* Amplified customer experience rating to all-time high; defined and monitored goals
* Tripled service department’s net income; supervised team of 18 employees
* Retooled roles and responsibilities to accurately reflect job title expectations

**San Diego Harley-Davidson** San Diego CA

Motorcycle Sales 10/08 – 2/10

Rental Manager/Agent 3/08 – 10/08

* Boosted rental department profitability by 100%; reduced rental agent turnover
* Recruited, trained, and managed rental agent personnel; improved retention rates
* Submitted customer insurance claims; directed repair service process