

CHARLES "CHIP" A. WELLS, JR.

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SUMMARY

A proven management professional with exceptional technical skills and extensive experience in all aspects of management. Team oriented leader with dynamics and communication skills necessary to develop a high performance and profitable business unit. Microsoft Office proficient. Additional strengths include:

- | | | |
|---------------------|----------------------------|----------------------|
| ◆ Inventory Control | ◆ Operations Management | ◆ Cost Control |
| ◆ Purchasing | ◆ Advertising & Promotions | ◆ Maintenance |
| ◆ Budgeting | ◆ Accounting Functions | ◆ Strategic Planning |
| ◆ Forecasting | ◆ P&L Responsibility | ◆ Customer Service |

EXPERIENCE

PARRISH TIRE COMPANY, Winston-Salem and Greensboro, NC

3/2009-3/2010

Service Manager

Responsible for management of on-site and off-site service technicians, dispatch and routing for service and deliveries to end users, hiring, training, and evaluation of personnel, responsible for in-house and national accounts billing and submissions.

- Increased department profitability by \$25,000 during a 6-month period.
- Focused department personnel towards improving customer service and communications. Tracked productivity and production of employees.
- Responsible for safety and quality compliance to corporate standards and industry best practices.

PIEDMONT TRUCK TIRES, Greensboro, NC

4/94 – 2/2008

Commercial Sales and Service Manager

Responsible for shift operations, employee training, computer, business and inventory processes, generation of production and efficiency reports. Multiple positions at this employer include, shift supervisor, retail department manager, retread shop manager, projects manager.

- Consistently met department P&L budget goals, winning multiple trips to represent dealership and dealer principals at vendor-sponsored conferences.
- Developed and implemented company policies and procedures for training and operations resulting in an increase of 15% productivity and higher quality control.
- Restructured hiring process for retread shop employees including screening and interviewing, resulting in a 22% decrease in employee absenteeism and a 34% increase in employee retention and an increase in workforce diversity.

PIEDMONT TIRE, Greensboro, NC

6/88 – 3/94

General Manager

Responsible for overall operations. Administered benefits program, conducted performance evaluations, managed inventory and evaluated product lines.

- Purchased capital equipment, wrote and produced advertising.

WESTERN SIZZLIN' STEAK HOUSE, Greensboro, NC

10/85 – 6/88

General Manager

Assistant Manager

Hired, trained, scheduled and supervised the activities and performance of 45 employees.

HOWARD JOHNSON RESTAURANTS, Williamsburg, VA and Raleigh NC

05/85-10/85

Assistant Manager

HARDEE'S RESTAURANTS, Greensboro, NC

08/82 -04/85

General Manager

Assistant Manager

EDUCATION

BS: Business Administration, **University of North Carolina-Greensboro**

1982

COMMUNITY ACTIVITIES

- Participant in EAA Young Eagle program, which exposes children to general aviation. Licensed private pilot with instrument rating.
- Eagle Scout – 1974 – Bronze, Silver Palms, God and Country Award, Brotherhood Member of the Order of the Arrow. Currently a merit badge counselor for the Old North State Boy Scout Council.
- Master Mason-Greensboro Lodge 76 A.F. & A.M.
- Fellowship Hall Council member, also volunteer as "Friend of the Hall"