

# Ghaliya Hana Ibrahim

Remote Sales Setter | High-Ticket Sales Professional

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## PROFESSIONAL SUMMARY

Sales professional with 5 years of consultative sales experience guiding high-value customer decisions within the automotive collision industry. Skilled in needs discovery, lead qualification, rapport building, objection handling, consistent follow-up, and advancing customers through the sales process. Experienced managing high-volume customer conversations while maintaining a relationship-based approach, with individual repair opportunities ranging from approximately \$5K–\$80K. Advanced into sales leadership, developing and coaching a six-person sales team while supporting revenue growth and customer retention.

## CORE COMPETENCIES

- Needs Discovery & Qualification
- Consultative & Relationship-Based Selling
- Rapport Building & Prospect Engagement
- Objection Handling & Resolution
- Negotiation & Persuasive Communication
- Sales Process & Pipeline Management
- Follow-Up & Client Retention
- KPI Tracking & Performance Management
- Sales Team Leadership & Coaching
- Business Development & Relationship Building
- Client & B2B Relationship Management

**Technical:** Zoho | CCC ONE | Google Workspace | AI-Powered Sales & Tracking Tools | Excel | Word | PowerPoint | QuickBooks | Data Tracking Systems | Body Shop Booster CRM

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## PROFESSIONAL EXPERIENCE

### Flower Hill Auto Body

#### Regional Operations Manager | 2025 – Present

Advanced through six progressively senior roles before earning promotion to Regional Operations Manager.

#### Key Achievements:

- Oversee approximately **\$800K in combined monthly sales across two locations**, directing revenue strategy, sales performance, and growth initiatives.
- Led the facility from the bottom of a national business consulting group's performance rankings to **#1 within one year**, outperforming more than **50 repair facilities nationwide**.
- Increased facility profitability by over **250%** through sales funnel optimization, regular sales audits, process improvement, and stronger performance standards.
- Lead and develop a **team of six sales representatives**, providing coaching, ongoing sales development, and accountability to consistently meet sales targets.
- Expanded the primary location to **2x its original size**, increasing capacity and supporting business growth.
- Design and implement KPI reporting systems to track sales performance, identify gaps, and drive corrective action.
- Strengthen B2B and vendor partnerships to support business development, operational needs, and long-term growth.

## Facility Manager | 2024 – 2025

Promoted internally to lead a team of 18 employees across multiple departments.

- **Led and coached the three-person sales team** on consultative selling, objection handling, customer retention, repair-opportunity follow-ups, and relationship-based closing.
- Reduced average cycle time from **32 days to 9 days**, a **72% reduction**, nearly tripling monthly production from **15 to 45 vehicles**, while improving team performance and operational execution.

## Licensed Auto Damage Appraiser | 2024 – Present

- Prepared, presented, and explained high-value repair estimates for insurance and self-pay customers, with an **average repair order of \$15K** and individual repair **decisions ranging from \$5K–\$80K**.
- Conducted needs-based customer conversations to understand concerns, identify priorities, explain appropriate solutions, and confidently guide customers toward the next step in the repair process.
- Maintained an approximate **70% close rate** while balancing customer needs, repair requirements, and company profitability.

## Production Manager | 2023 – 2024

- Increased team productivity by nearly **260%** through stronger processes and performance accountability.
- Maintained a **98% customer satisfaction index (CSI)** through proactive communication, expectation management, and relationship-based service.

## Accounting Associate – Financial Operations | 2022 – 2023

- Reviewed financial statements, account activity, and P&L reports to monitor revenue, expenses, and profitability trends.
- Identified cost-saving opportunities and operational inefficiencies, contributing to a reduction in operating expenses of **more than 10%**.

## Parts Department Manager | 2022 – 2023

- Managed and strengthened vendor relationships, negotiating pricing, availability, and service expectations to support profitability and timely delivery.
- Coordinated with vendors and internal teams to solve time-sensitive challenges while balancing customer needs, operational priorities, and company profitability.

## Receptionist (Initial Role) | 2021 – 2022

- Managed **high-volume inbound customer communications**, serving as the first point of contact, **establishing trust through responsive, professional, and empathetic communication**.
- Engaged prospective and existing customers to **understand their needs, answer questions, coordinate appointments, and guide them through the initial stages of the customer journey**.
- Maintained consistent follow-up and communication between customers and internal teams, supporting a seamless experience from initial inquiry through service completion.

## AWARDS & INDUSTRY RECOGNITION

**Fender Bender Magazine | 2026** – Recognized for growth, expertise, and multi-location operational success.

**Positivity Summit | February 2026** – Guest speaker on team leadership and operational growth.

**The Stroll Magazine | October 2025** – Featured for business expansion and next-generation leadership.

**Auto Body News | July 2025** – Featured for operational performance and industry impact.

**Positivity Summit | February 2025** – Guest speaker on professional growth and leadership mindset.