

# Myles T. Johnson

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"Myles' leadership drove measurable success, increasing Retail Sales Effectiveness to 150% to 200%, putting him in an elite class of Honda operators nationally." — **Mike Barron, Dealer Principal, Heritage Automotive Group**

"Myles has a presence you can't teach to people. He is kind, patient, and so knowledgeable. Tekion is lucky to have him..."  
— **Kathy McCubbin, General Manager, Swope Toyota**

"Myles consistently exceeds customer expectations, achieving a perfect CSAT score of 5.0 and 100% sign-off completion for multiple clients." — **Heather Edwards, Manager, Professional Services, Tekion**

"Myles' ability to foster and retain talent created a cohesion that led to immeasurable victories, showcasing his loyalty and commitment to his people." — **Mike Barron, Dealer Principal, Heritage Automotive Group**

## EXPERIENCE

FEBRUARY 2023 – PRESENT

**Senior Enterprise Implementation Manager | Tekion | Pleasanton, CA (Remote)**

Lead implementation projects for enterprise clients, including publicly owned organizations and dealership groups with over 50 locations. In this role, I act as a trusted advisor to C-level executives, ensuring alignment between SaaS solutions and business objectives. I have achieved a perfect CSAT score of 5.0 for clients and managed implementations resulting in 100% client sign-off completion. I conducted comprehensive data validation and system integrity checks to support seamless software integration while fostering long-term, strategic client partnerships. By addressing unique enterprise needs, I have consistently delivered exceptional implementation experiences that drive organizational success.

FEBRUARY 2016 – NOVEMBER 2022

**General Sales Manager | Heritage Automotive Group | Rome, GA**

As General Sales Manager at Heritage Auto Group, I directed a team of 30+ staff members across sales, finance, and administrative departments, driving substantial business growth and operational success. During my tenure, I increased Retail Sales Effectiveness (RSE) from below average to 150%-200%, placing the dealership among the top Honda operators nationally. I designed and implemented innovative business strategies that led to record-breaking sales and market expansion while cultivating a high-performing team environment that reduced employee turnover rates. My role involved partnering with financial institutions to enhance customer financing options, delivering comprehensive training programs to improve team performance, and ensuring high levels of customer satisfaction. Additionally, I oversaw the successful transition of operations during the sale of the store, ensuring minimal disruption for staff and customers. (Additional roles held: Finance Director, Finance Manager, Sales Manager, Salesperson.)

## EDUCATION

AUGUST 2005 – MAY 2010

**Bachelor of Arts, Kennesaw State University (In Progress) Professional Summary**

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# AREAS OF EXPERTISE

Enterprise SaaS Implementation • Strategic Account Management • Business Growth Strategies • Cross-Functional Collaboration • Key Client Relationship Building • Sales Management • Data Validation & Analysis • Automotive Dealership Management Systems (DMS) • Financial Forecasting & Reporting • Leadership & Team Development • Problem Solving & Crisis Management • Internal & External Communication Strategies • Customer Retention & Satisfaction • Project Management • Underwater Basket Weaving

# KEY ACCOMPLISHMENTS

- Successfully implemented SaaS solutions for enterprise clients, achieving a 100% adoption rate and improving operational efficiency across multi-location dealership groups.
- Played an instrumental role in increasing Retail Sales Effectiveness (RSE) to 150%-200% at Heritage Auto Group, a milestone that ranked the dealership among the top Honda operators nationally.
- Delivered exceptional customer satisfaction, achieving a perfect CSAT score of 5.0 and ensuring 100% client sign-off completion for multiple high-profile implementations.
- Demonstrated exceptional leadership and talent retention by fostering a cohesive and high-performing team environment, significantly reducing employee turnover.
- Led the successful transition of operations during the sale of Heritage Auto Group, ensuring minimal disruption for employees and customers while maintaining business continuity.
- Recognized for the ability to remain calm, empathetic, and solution-focused in high-pressure situations, earning praise from C-level executives and clients for leadership under challenging circumstances.
- Spearheaded innovative business strategies that drove record-breaking sales growth, expanded market share, and strengthened customer retention rates.
- Provided invaluable post-implementation support, earning accolades for ongoing availability and dedication to resolving client challenges, which ensured long-term success and system adoption.
- Consistently received exceptional feedback from clients and peers, being described as "kind, patient, and knowledgeable," and "a presence you can't teach to people."
- Partnered with financial institutions to develop innovative customer financing options, enhancing customer satisfaction and dealership revenue growth.
- Delivered tailored training and mentoring programs to employees, equipping them with the skills and knowledge to excel in their roles, contributing to overall organizational success.

# SUMMARY

With over a decade of distinguished experience in Sales Management and SaaS implementation, I have consistently demonstrated the ability to drive business growth and deliver transformative solutions. As an expert in the Automotive Retail Industry, I have successfully managed large-scale projects, fostered robust client relationships, and executed strategic initiatives that exceed organizational objectives. My time at Tekion underscores my capacity to handle complex engagements with the largest dealer groups in the US, delivering exceptional results even in high-pressure environments. Known for my ability to solve intricate problems, lead teams with empathy, and adapt to emerging challenges, I bring a unique blend of expertise, innovation, and dedication that positions me as a vital asset to any organization.