

Ryan Gilmartin

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PROFESSIONAL SUMMARY

Results-oriented wholesale parts and territory management professional with 7+ years of experience in customer service, sales optimization, inventory support, and cross-department communication. Currently transitioning into Information Technology with a focus on cybersecurity, networking, troubleshooting, process improvement, and data-driven problem solving. Known for adaptability, customer relationship development, and a continuous learning mindset.

EDUCATION

Quincy College - Associate of Science, Information Technology Cyber Security, expected 2027 - Quincy, MA

Blue Hills Regional Technical School - Automotive Technology - Canton, MA

CERTIFICATIONS

CompTIA Security+ | Splunk

SKILLS

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|-------------------------------------|----------------------------------|---------------------|
| • Cybersecurity fundamentals | • Networking | • Troubleshooting |
| • Analytical thinking | • MS Office | • Customer service |
| • Customer relationship development | • Sales operations | • Inventory control |
| • Process improvement | • Cross-functional communication | • Hard-working |

WORK HISTORY

Wholesale Representative | DCD Automotive Holdings - Norwood, MA | August 2025 to Present

- Coordinate delivery timelines, fulfillment updates, and communication with wholesale clients and distribution centers.
- Ranked highest on team for sales performance while improving outreach and reducing mis-shipments.

Parts Manager | Best Chevrolet, INC. - Hingham, MA | July 2024 to August 2025

- Created schedules, assigned work based on team strengths, and monitored performance to improve productivity.
- Improved inventory control by updating part numbers and locations, reducing the time needed to locate parts.
- Submitted reports to senior management and supported merchandising strategies to increase engagement and sales.

Dispatcher | Best Chevrolet, INC. - Hingham, MA | July 2023 to July 2024

- Documented changes in tracking systems and coordinated staffing needs based on daily workload and company goals.
- Supported cross-department cost-cutting initiatives and helped ensure products were delivered on time.

Territory Manager | Priority1 - Little Rock, AR | March 2022 to July 2023

- Managed customer accounts, tracked calls and outcomes, and submitted reports to support territory goals.
- Assessed client needs, recommended product options, and maintained relationships to promote new services.
- Monitored purchasing patterns, market conditions, and competitor activity to adjust sales strategies.

Wholesale Sales Representative | Best Chevrolet, INC. - Hingham, MA | June 2016 to February 2022

- Serviced existing accounts, contacted prospective customers, explained product features, and took orders.
- Used a consultative sales approach to understand customer needs and build long-term revenue opportunities.