

Joe Gallant

Automotive Sales and Dealership Leadership

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Automotive sales and dealership leader with **20+ years of experience** spanning internet sales, F&I profit growth, used-car management, multi-store BDC leadership, and regional dealer development. Brings hands-on experience coaching teams, closing deals, managing inventory, and funding transactions.

CAREER HIGHLIGHTS

30+

Vehicles sold monthly

Serra Honda Grandville

2×

F&I profits

Process improvements at Serra
Honda

4

Locations · 5 brands

3,000+ monthly leads at Elder
Automotive

+20%

Aftermarket sales growth

Mopar · Michigan territory

CORE EXPERTISE

Sales and customers

Consultative selling · Deal desk and closing · CRM follow-up

Finance and insurance

Prime and subprime · F&I menu selling · Contracting and lender funding

Leadership and operations

Coaching · BDC management · Inventory acquisition, appraisal, and reconditioning

PROFESSIONAL EXPERIENCE

Bob Maxey Ford of Howell

Apr – Oct 2026

New and Used Vehicle Sales

- Guided new and used vehicle customers through product research and ownership questions, with consistent follow-through before and after delivery.
- Built a customer resource hub with Ford manuals, vehicle information, and educational content to support customer relationships beyond the sale.

Mission Ford of Dearborn

Dec 2024 – Jan 2026

Assistant Used Car Selling Manager / F&I Manager

- **Desked and closed deals**, handled turnovers, coached sales staff, and oversaw BDC and lead follow-up.
- **Structured prime and subprime financing** around lender programs; presented service contracts, GAP, and ancillary products through F&I menus.
- **Managed contracting and funding**, audited deal and titling paperwork, and resolved lender callbacks.
- **Sourced and appraised inventory** through auctions and trade-ins; directed reconditioning, pricing, merchandising, photography, and digital listings.

Tech-Savvy Auto

Mar 2023 – Dec 2024

Owner and Automotive Technology Consultant

- Advised dealerships on software selection, CRM workflows, and practical improvements to daily operations.
- Trained staff and developed vendor partnerships for software implementation and AI-assisted workflows.

Mopar Vehicle Protection

Mar 2020 – Mar 2023

F&I Development Manager, Michigan

- Delivered **20% growth in Mopar aftermarket sales** through targeted plans and performance coaching for Michigan Stellantis finance departments.
- Led recruitment, training, and development for finance managers, salespeople, and sales managers; used performance data to guide coaching.
- Advised dealers on reinsurance and revenue programs; trained service teams to sell aftermarket products in the service lane.

Elder Automotive Group

Jul 2016 – Mar 2020

Business Development / Marketing Director

- **Built and led a centralized BDC** across **4 locations and 5 brands**, managing **3,000+ monthly leads** and customer follow-up.
- Trained sales teams and supported sales and F&I desks with negotiations and deal closings across locations.
- Directed marketing, advertising, social media, and call/email campaigns; managed vendor relationships and CRM/software integration.

North Brothers Ford

Feb 2015 – Jun 2016

Used Car Sales Manager

- **Led used-vehicle sales operations**, including deal desking, closing, hiring, training, and performance coaching.
- Managed vehicle appraisal, acquisition, and reconditioning; coordinated internet lead follow-up and targeted advertising.

Serra Honda Grandville

Mar 2007 – Dec 2014

New and Used Sales Manager · Aug 2012 – Dec 2014

- Led new and used sales operations, hiring, staff training, inventory planning, forecasting, marketing, and advertising.

F&I Manager · Sep 2010 – Aug 2012

- **Doubled F&I profits** by redesigning processes while improving customer satisfaction; analyzed DMS data to identify revenue opportunities.

New and Used Internet Sales · Mar 2007 – Sep 2010

- Consistently sold **30+ vehicles monthly** while managing internet sales, the dealership website, CRM follow-up, and vendor relationships.

DEalersHIP SYSTEMS

CDK Global · Reynolds & Reynolds · DealerSocket ·
VinSolutions · Elead · Dealertrack · vAuto

PROFESSIONAL TRAINING

Resource Automotive — Finance and Insurance Training
Proactive Dealer Solutions — BDC Management Training

APPLIED DEALERSHIP TECHNOLOGY

Built Customer Hub for vehicle research and ownership resources, Inventory Flow for inventory research and cross-store coordination, and Payment Desk for payment scenarios and itemized customer estimates.