JOSÉ MUÑOZ

AUTOMOTIVE PARTS MANAGER

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PROFESSIONAL SUMMARY

Results-driven Automotive Parts Manager with 14+ years of Hyundai dealership experience overseeing OEM parts operations, inventory investment, wholesale accounts, and fixed operations profitability. Skilled in Hyundai Mobis parts processes, dealer systems, warranty parts retention, and technician support. Builds accountable teams, improves fill rates, and strengthens customer satisfaction through disciplined purchasing, forecasting, and process improvement.

AREAS OF EXPERTISE

✓ Hyundai OEM Parts	✓ Inventory Control	✓ Hyundai Mobis	✓ Parts Department P&L
✓ Wholesale Growth	✓ Parts Obsolescence	✓ Warranty Parts	✓ DMS Reporting
✓ Technician Support	✓ Cycle Counting	✓ Vendor Relations	✓ Team Development

CAREER HIGHLIGHTS

Inventory Performance: Reduced obsolete inventory 31% and increased first-pass parts availability to 96% through cycle counts and targeted replenishment.

Profitability: Improved parts department gross profit by 17% while maintaining disciplined inventory turns and competitive wholesale pricing.

Customer & Shop Support: Expanded Hyundai wholesale relationships and shortened technician parts wait times through standardized fulfillment processes.

PROFESSIONAL EXPERIENCE

Parts Manager | Blue Ridge Hyundai, Charlotte, NC | 2020 – Present

Direct Hyundai dealership parts operations, purchasing, staff development, inventory accuracy, and retail and wholesale sales channels.

- Manage $1.7M parts inventory, oversee a 10-person team, and maintain 96% service-lane parts availability while supporting 25 technicians.
- Increase annual parts gross profit 17% through pricing discipline, stock optimization, and stronger repair-order parts capture.
- Reduce obsolete inventory 31% with monthly aging reviews, controlled special orders, and consistent cycle-count procedures.
- Coordinate Hyundai warranty parts returns, core tracking, and recall parts availability to support timely claim processing.
- Grow wholesale sales 22% by strengthening independent repair shop relationships and delivery responsiveness.
- Introduce daily open-order reviews with service advisors to improve emergency parts sourcing and first-time repair completion.

Assistant Parts Manager | Piedmont Hyundai, Greenville, SC | 2015 – 2020

Supported Hyundai OEM parts sales, department staffing, inventory purchasing, and daily dealership service and collision parts fulfillment.

- Supervised counter personnel and coached the team on Hyundai parts lookup, order accuracy, customer communication, and upselling.
- Improved inventory turns from 5.2 to 6.4 annually through demand-based stocking, bin audits, and aging-inventory reviews.
- Partnered with the Service Manager to reduce parts-related repair delays and improve same-day service completion.
- Maintained accurate Hyundai warranty, exchange, return, and vendor credit documentation within dealership procedures.
- Standardized bin locations and receiving checks to reduce picking errors and improve technician counter response times.

Hyundai Parts Specialist | Summit Valley Hyundai, Knoxville, TN | 2011 – 2015

Provided retail, technician, and wholesale OEM Hyundai parts support in a high-volume franchised dealership environment.

- Identified and sourced Hyundai genuine parts and accessories using electronic catalogs, VIN verification, and manufacturer ordering tools.
- Processed parts quotes, repair-order requests, special orders, returns, and core credits while maintaining inventory accuracy.
- Collaborated with service advisors and technicians to resolve backorders and recommend appropriate parts substitutions.
- Maintained clean, organized parts bins and performed regular cycle counts to resolve stock discrepancies.

TRAINING & CERTIFICATIONS

Hyundai Motor America — Parts Operations & Inventory Management Training

Hyundai Mobis Genuine Parts Catalog, Ordering & Warranty Parts Return Procedures

Parts Management Development: DMS Reporting, Inventory Controls & Wholesale Sales

EDUCATION

Associate of Applied Science, Automotive Technology | Central Piedmont Community College, Charlotte, NC

Business Management & Inventory Control Coursework | Greenville Technical College, Greenville, SC