



# Maureen McCarthy

## Automotive Consultant

### Career Summary

Maureen McCarthy is a recognized certified management training consultant for the automotive industry. Since 1994, she has delivered over 2,500 workshops throughout the United States and Canada, with a focus on sales, leadership development, process improvement and customer service. As a consultant for J.D. Power & Associates for nearly a decade, her in-dealership experience includes working with all levels of dealership personnel from dealer principals, GM's, supervisors, retail sales consultants, parts and service managers, to advisors and front-line staff. Her national engagements have included projects for Audi, Ford/Lincoln, Jaguar, Mazda, Mercedes-Benz, Toyota, Volkswagen and Volvo.

**Metro Area:** New York

### Expertise

Group Facilitation Skills	CSI/SSI Consulting
Process Redesign	Large Audience Presentations
Instructional Design	Curriculum Development
Sales Skills Training	Service Soft Skills Training
Management Consulting	

### Latest Projects:

Consumer Experience Movement Coach - Lincoln-Mercury

Initial Quality Training - VW

Lead Trainer - West Herr Automotive Group

Curriculum Development - NADA

**Other Relevant Expertise:** Retail Management



Automotive Consultant Association