

Tom Berryman

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Profile

I am a hands-on professional with extensive automotive training and development experience. I possess excellent team building, employee development, coaching, and presentation skills, and I excel in a fast-paced environment offering progressive, challenging assignments. I am an experienced public speaker and instructor, with presentations delivered to national organizations, college classes, businesses, and individuals nationwide.

Job Experience

Lawson State Community College

September 2001 - Present

Automotive Department Chair

August 2004 – Present

Management oversight of 6 Automotive programs employing 9 Instructors. Developed and maintained relations with Ford, General Motors and Toyota to improve our manufacturer-sponsored programs. Worked with Alabama High School programs to increase enrollment.

Ford ASSET Coordinator

September 2001 – May 1, 2006

Classroom delivery of Associates degree level training involving Ford, Lincoln and Mercury products. Responsible for recruiting and teaching students, maintaining curriculum, tools, equipment, vehicles and facilities. In the first year moved the Ford ASSET program from last in the region to within the top five in the nation.

Melior. Inc.

February 1995 – November 2000

Director of Fleet Training

2/2000 – 11/2000

Development and delivery of online and classroom courseware to national, regional, and local fleet operations, as well as Instructor recruiting and training, scheduling of classes, leasing of facilities, sales and marketing.

Director of Field Operations

11/1998 – 2/2000

Recruiting, training, and managing contracted Instructors in 27 General Motors locations nationwide, supervising the acquisition and maintenance of clients, budget management, expense management, and management of a nationwide enrollment center for all 27 locations.

Director of Operations

2/1995 – 11/1998

Develop and implement company policies, strategies, and budgets, with direct responsibility for Human Resources, Sales/Marketing, and Information Technology. Recruited, trained, and managed the placement of contracted Instructors in 27 General Motors locations nationwide, supervising the acquisition and maintenance of clients, budget management, expense management, and management of a nationwide enrollment center for all 27 locations.

Adamson Ford

August 1994 – January 1995

Service Manager

Reviewed and approved all warranty expense prior to submission. Reviewed, counseled and trained employees. Forecasted and approved departmental budgets. Responsibilities included recruiting, hiring, and training of all technical personnel.

**Crown Pontiac – Nissan
Service Director**

March 1993 – July 1994

Supervised 27 employees engaged in automotive repair and maintenance. Reviewed and approved all warranty expense prior to submission. Reviewed, counseled and trained employees. Forecasted and approved departmental budgets. Responsible for recruiting, hiring, and training of all Service personnel. Advertised and Marketed services and pricing in local publications.

Bessemer State Technical College – GM Training Center

March 1990 – March 1993

Instructor / Assistant Training Center Manager – GM Training Center

Daily management of four training locations and 14 instructors, scheduling and delivery of courses, development and delivery of specialty programs for fleet customers.

General Motors Corporation / Pontiac Motor Division

August 1985 – March 1990

Dealer Service Consultant

11/1987 - 3/1990

Reduced warranty costs and litigation exposure for General Motors by working with dealerships throughout Alabama and North Florida to increase technician training and reduce customer complaints. In two years moved the district from worst in the nation to one of the top five in service proficiency and warranty cost-control.

Service Engineer

2/1986 – 11/1987

Assisted Pontiac Dealers nationwide with the repair and service of Pontiac vehicles via an "800" technical assistance hotline.

Customer Service Representative

8/1985 – 2/1986

Assisted Pontiac owners via an "800" Customer Assistance hotline.

Education BS Industrial Technology

Western Kentucky University, Bowling Green KY

1982

Service Management College Graduate

General Motors University of Automotive Management

1990

General Motors, ACDelco and Ford Training Centers

Over 2000 Hours of Technical Training

1985 - 2006

New Horizons Computer Learning Center

Microsoft Access, HTML, and PowerPoint

1999

Software Skills

Microsoft Word, Excel, Access, PowerPoint, Outlook, FrontPage, Photo Editor. DOS, Windows operating systems, QuickBooks, Quicken, Solomon accounting systems. HTML, FrontPage, Internet Explorer, and Netscape Navigator. Microsoft Outlook and Lotus Notes email systems.

Certifications / Memberships

Automotive Training Managers Council

1998-2001

National Association of Fleet Administrators

1997-2001

Service Technicians Society

1996-Present

National Institute for Automotive Service Excellence

1986-2010

Certifications: Master Auto Technician

A/C Recovery Systems

L1 – Advanced Engine Performance