

JEFFREY DAN ROSS

OPERATIONS LEADER | SYSTEMS BUILDER | ARMY VETERAN

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PROFESSIONAL SUMMARY

Results-oriented General Manager and U.S. Army Veteran with over 15 years of experience in high-volume operations and technical leadership. Most recently led the long-term growth of an automotive dealership, scaling inventory from 8 to over 120 vehicles while managing 1M+ in monthly gross revenue. A professional foundation built on technical oversight and accountability, serving first as a Blackhawk helicopter repairer, then crew chief, and later as a Non-Rated Crew Member Flight Instructor. Proven ability to manage large-scale assets, standardize operations, and lead personnel certifications while maintaining strict regulatory compliance.

CORE COMPETENCIES

Operations Management & Strategy • F&I; Strategic Planning • Systems Automation (AI) • Regulatory Compliance & Auditing • Personnel Training & Certification • Technical Troubleshooting • Process Standardization (SOPs) • Inventory & Asset Management • Contract Administration • Revenue Growth & Optimization

PROFESSIONAL EXPERIENCE

General Manager | Jason Ross Auto Sales | Burlington, NC

July 2013 – May 2026

- Spearheaded dealership operations, driving growth from 8 to 120 vehicles while overseeing a 10-person team.
- Directed funding for over 60 sales per month, generating approximately \$1 million in average monthly gross revenue while strictly maintaining state regulatory compliance.
- Maximized profitability through strategic management of Finance and Insurance (F&I;), utilizing various banks and credit unions for customer financing to secure loan volume incentives. Managed the sale of reputable extended warranties and GAP contracts, written specifically through Zurich North America.
- Developed and implemented a custom-built AI-powered automatic sales lead response system to immediately engage customer inquiries and close communication gaps.
- Conceptualized and integrated an online storage system for all deal processing, drastically improving efficiency and reducing record-keeping costs while maintaining full compliance.
- Managed all aspects of daily operations, including buying, selling, appraisals, marketing, service coordination, and settling arbitration claims with major auction houses like Manheim and Adesa.

Enlisted NRCM Flight Instructor (Company & Battalion Level) | United States Army | Soto Cano, Honduras

February 2011 – July 2013

- Oversaw the initial evaluation, selection, certification, and post-evaluation for non-rated aircrew members at the Company and Battalion levels, ensuring all personnel met required operational standards.
- Authored and integrated new technical procedures into the unit's SOPs, ensuring all aircrew members had clear, standardized guidance for operations.
- Directed the maintenance of flight and training records for all non-rated crew members to ensure full alignment with federal regulatory standards and national safety protocols.

Mission Qualified Blackhawk Helicopter Chief and Repairer | United States Army | Ft. Lewis, WA

July 2007 – February 2011

- Served as an MH-60 Repairer, transitioning into the flight company as a Mission Qualified Crew Chief.
- Ensured constant mission-readiness for MH-60 aircraft through pre/post-flight inspections, logbook compliance, and specialized rigging for various mission requirements.
- Completed two deployment rotations to Iraq.
- Specialized in night-time operations while maintaining technical proficiency in all modes of flight.
- Maintained high proficiency in emergency procedures to resolve technical issues and equipment malfunctions in real-time.
- Oversaw post-mission recovery and technical logging to ensure aircraft were prepared for immediate follow-on missions.

EDUCATION & SPECIALIZED TRAINING

College Credit: 38 Credit Hours awarded | North Central Institute, TN

Aviation & Military Training:

- MH-60 (Blackhawk helicopter) Non-Rated Crew Member Course
- Survival Evasion Resistance and Escape (SERE) Course
- UH-60 Repairer Advanced Individual Training

AWARDS & CERTIFICATIONS

- Notary Public (2014 – Present)
- Top Independent Dealer Award, Times News (2015–2026)
- Best Used Car Inventory Award, Times News (2015–2026)
- Sikorsky Rescue Award (June 2012 & September 2012)