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STATE OF OHIO

2024 JUN - 1 AM 9:30

Executive Department

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OFFICE OF THE GOVERNOR

Columbus

I, Mike DeWine, Governor of the State of Ohio, do hereby appoint Dennis E. Booth, from Williamsport, Pickaway County, Ohio, as a Member of the Ohio Board of Motor Vehicle Repair for a term beginning May 31, 2024 and ending at the close of business January 1, 2026, replacing William H. Graf, whose term expired.



IN WITNESS WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Ohio to be affixed, at Columbus, this 31st day of May in the year of our Lord, Two Thousand and Twenty Four.

Mike DeWine

Mike DeWine
Governor

DENNIS E. BOOTH

21292 Five Points Pike
Williamsport, OH 43164

(614) 679-7883 Cellular

DennisEBooth@aol.com

Presentation of Qualifications

PROFILE

Well-qualified executive with experience managing multidisciplinary operations within highly competitive, market-driven dealerships. Consistently successful in introducing strategic management practices and operating procedures that have supported high growth and market diversification. Catalyst for needed change, transformation and for performance improvement.

AUTOMOBILE DEALERSHIP

ADMINISTRATIVE SALES MANAGER BUSINESS MANAGER

GENERAL MANAGER COLLISION

AUTOMOBILE MAKE KNOWLEDGE TESLA JAGUAR LANDROVER BENTLEY

FORD NISSAN DODGE CHRYSLER VW TOYOTA AUDI

JEEP MITSUBISHI ISUZU MAZDA BUICK GMC

AWARDS**NISSAN FORD**

Achievement in Excellence (1986) Medallion Manager (1987)

Two Million Dollar Club the Quality Care Professionals

Inventory Management I & II Service Manager

Parts Marketing Certification (1989)

Management Development

Ford Aluminum Certification

EDUCATION

Columbus State Community College Columbus, Ohio

Dale Carnegie Training

Leadership Training for Managers

NOTARY PUBLIC STATE of OHIO

DENISEBOOTH@NOTARYPUBLIC.COM

AREAS OF EFFECTIVENESS

- Customer Satisfaction / Awareness > Staff Motivation / Training
- Advertising / Telemarketing > Managerial / Supervisory Skills
- Public Relations > Organization / Planning
- Promotional Activities > Computer Operations / Data Entry
- Negotiations > Inventory Control
- Closing > Equipment Repair
- Invoicing > Manufacturing / Assembly

COLLISION CENTER MANAGER

Manage 65,000 square feet, maintain building and equipment, organize, setup lean manufacturing, PCE (processed centered environment) environment (body, refinish, and detail). Train 50 plus employees, setup of safe and standard repair methodologies from OEM and product specifications for body and refinish repairs. Setup, train, and install complete CCC Management System for measuring, accountability, real time processing and reporting (all manual process). Setup training for office staff, estimators, body techs, refinish techs, and detail techs through I-Car, ASE, and vendor programs. Setup inventory process and control system for materials, training, use, ordering, and waste. Daily production meetings with estimators, body techs, and refinish techs to keep customers informed of vehicle progress. Teaching and maintaining the 5S process and daily continuous improvement for all employees to ensure the highest customer and employee satisfaction.

VICE PRESIDENT

- Responsible for directing the business development division as well as developing new market initiatives, assessing new markets, and analyzing business opportunities. Conducts financial feasibility studies and develops proposals for new business opportunities. Develops policies and procedures for sales and operational processes in order to ensure optimization and compliance with established standards and regulations. Plans and directs all aspects of an organization's policies, objectives, and initiatives.
- Responsible for the short- and long-term profitability and growth of the company. Oversees channel development strategies and information technology, sales, and operations business strategy. Accountable for licensing initiatives and programs; duties include negotiating contracts, initiating proposals, and closing deals. With expertise in a variety of the field's concepts, practices, procedures and products. My extensive experience and judgment to plan and accomplish goals. Leads and performs a variety of tasks to ensure profitability and customer satisfaction.

DIRECTOR, OPERATIONS

- Director of operations for AVV Web Control Lead Management System.
- Responsibilities include daily, weekly, monthly and yearly development and support of web based application for car dealerships across the United States. Oversees the technical support of company customers by field engineers, technicians, and support specialists, who are diagnosing, troubleshooting, and repairing one or more of the following: complex electro/mechanical equipment, sophisticated computer systems, software systems /applications, or networking and wireless networking systems. Supervises engineers that respond to situations where standard procedures have failed to isolate or fix problems in nonfunctioning equipment systems or software. Establishes and maintains lines of communication with design engineering and software development on design, reliability and maintenance issues. Ensures that engineers are

current with the latest upgrades and/or new releases. Involved in customer installation and training programs. Selects, develops, and evaluates personnel to ensure the efficient operation of the function. Provides pre-sales and post-sales service to customers. Delegate customer service department procedures. Acts as liaison between customers and manufacturing, sales, field service, order processing, and accounting to resolve status, production, delivery and billing inquiries. Reviews warranty claims. Processes customer returns and exchanges. Expedites service and repairs. Provides special pricing for nonstandard items. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

ADMINISTRATIVE SALES MANAGER

- Directed complete management controlled UP system, logged, with management involvement on each and every deal.
- Organized and maintained a "Teamwork Ethic "for entire dealership.
- Experienced in car ordering, inventory control, advertising, and CBI and Transunion transactions.
- Structured and increased production of desked lease and retail cars, trucks, vans as well as new and used deals.
- Supervised salesperson coordination of prospective buyers, their goals / objectives; encouraged "white shirt" image; arranged spiffs, gross bonuses and cash in hand incentives.
- Supervised complete deal to ensure commissions were invoiced accurately to include additional options (i.e., cassettes, stripes, etc.)
- Arranged financing with credit unions, special bank financing and leasing promotions.
- Appraised trades ensuring accuracy on FTC stock card, ACV appraisal card.
- Set-up inventory of aged units and weekend advertising of specialized units (i.e., spoiler packages, stripes, sunroof, leather, alloy wheels and conversions cars, trucks and vans).
- Actively participated in daily management meetings to focus on forecast, goals, objectives, problems, new ideas; and decisions to save deals and bump trades if necessary.
- Promoted factory incentives and programs.

ADMINISTRATIVE BUSINESS MANAGER

- Completed finalized and commissioned all deals for accurate paperwork on all new, used and leased vehicles.
- Explained the value of products to customers, service contracts, credit life, accident and health insurance, cash conversions and leasing.
- Maintained good relationship with banks for credit approval and negotiations, arranged special retail and leasing promotions.
- Forecasted weekly, monthly goals for units, gross, F & I income, lease income, and service contracts.
- Worked closely with sales managers to structure deals as far as credit, rate and terms with correct turn over procedure from sales people.
- Maintained good working relationship with insurance companies.
- Maintained daily, monthly log for penetration per contract, service contracts, credit life, A & H in finance penetration, cash deals and buy here pay here.

FIXED OPERATIONS DIRECTOR

Background includes diversified experience in Fixed Operations and Administration, complemented by extensive Technical Skills. Below is a brief summary of professional achievements.

MANAGERIAL AND SUPERVISORY SKILLS/MARKETING PUBLIC RELATIONS

Daily, monthly and yearly operations of service, parts, body shop and rental departments including multiple franchises. Managing and teaching 190 employees. Also highly educated with utilization of ADP computers (hardware / software), ERO (Electric Repair Orders), APO (Automated Purchase Orders), inventory control and system administration. Work in conjunction with accounting to arrange and coordinate all necessary documentation to complete all transactions. Position requires extensive customer service and public relation skills.

*** Generated sales in 4 different departments ***

PARTS \$ 3,780,399.00

BODY SHOP \$ 940,630.00

RENTAL \$ 1,072,737.00

SERVICE \$ 3,623,230.00

*** Promoted high customer satisfaction with extremely motivated employees. ***

Responsible for providing extensive customer service, maintaining a relaxed atmosphere and promoting good client relations at Ricart Automotive Corp. Administrative duties involved assisting 5 other Executive Managers in total dealership operations.

ADMINISTRATION

Held sole and complete responsibility for all phases of daily operation at Ricart Automotive Corp., a high volume dealership. Specific duties included receivables and cash flow, verifying inventory control, checking invoices, processing transactions through in-house computer and organizing dealership for the next day's operation. Position also required extensive customer service.

TECHNICAL SKILLS

System administration for MAX 35000 / Micro data hardware and software, ran, updated, and maintained entire C.P.U. Totally in house computing system with offsite locations connected by data lines and fiber optic network. In conjunction with Rolm Phone System 9751 set up, design and installation of over 240 stations were including phone mail 5.0, Automatic Call Distribution and detail accounting.

CAREER HISTORY

GENERAL MANGER SALES AND OPERATIONS 11/22 – PRESENT
ALPHA AUTOMOTIVE / EXCITE COLLISION CENTERS

GENERAL MANAGER OPERATIONS 09/2021-12/2021
K-CEPS AUTOBODY AND DETAILING

GENERAL MANAGER OPERATIONS 04/2019-09/2021
THREE C BODY SHOP

COLLISION CENTER MANAGER 06/2016 – 02/2019
HAYDOCY AUTOMOTIVE COLLISION BUICK GMC AIRSTREAM GULFSTREAM
WINNEBAGO

GENERAL MANAGER COLLISION CENTER 05/15 – 11/15
COLUMBUS FAIR AUTO AUCTION

COLLISION CENTER MANAGER 04/12 - 05/15
BOB BOYD AUTO FAMILY FORD MAZDA CHRYSLER DODGE JEEP FIAT LINCOLN

COLLISION CENTER MANAGER 10/11 - 04/12
TOM GILL CHEVROLET

COLLISION CENTER MANAGER 12/10 - 09/11
TANSKY TOYOTA

GENERAL MANAGER 01/08 - 12/10
TRUE2FORM

VICE PRESIDENT, OPERATIONS 08/06 - 06/07
DEVVENTURE

DIRECTOR, OPERATIONS 06/01 - 1/06
AVV (Applied Virtual Vision)

NEW CAR BROKER 1/94 - PRESENT
SELF-EMPLOYED

DIRECTOR OF FIXED OPERATIONS 4/93 - 1/94
BOB CALDWELL DODGE COUNTRY

SALES MANAGER 5/87 - 4/93
BUSINESS MANAGER
PARTS AND SERVICE DIRECTOR

RICART AUTOMOTIVE

PARTS MANAGER 1980 - 1987

• BUCKEYE NISSAN INC.

SALARY IS NEGOTIABLE ALONG WITH POSITION AND JOB DUTIES

SALARY HISTORY IS AVAILABLE UPON REQUEST

REFERENCES ARE AVAILABLE UPON REQUEST

GOVERNOR'S APPOINTMENTS TO BOARDS AND COMMISSIONS

Appointment Date: 5/31/2024

Name of Appointee: Dennis E. Booth

Address: 21292 Five Points Pike
Williamsport, OH 43164
Pickaway County
(H): 6146797886
(W): 3802510191
(M): 6146797883
(E): dennisebooth@aol.ciom

Name of Commission: Ohio Board of Motor Vehicle Repair
Michael Greene, Executive Director
Paige Sunnenberg, Program Administrator II
77 South High Street, Suite 1668
Columbus, OH 43215
(P): (614) 995-0715
(E): mike.greene@crb.ohio.gov

Term Begins: 1/2/2023

Term Ends: 1/1/2026

Party Affiliation: Republican

Senate Confirmation: Appointed by the Governor, confirmed by the Senate

Financial Disclosure: Public disclosure required

Vice: William H. Graf