Patrick Lynch

Luxury Automotive Specialist | Recon & Process Innovator
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Professional Summary

Dynamic automotive sales and process leader with 25+ years of experience in technology, customer service, and operations. Currently excelling in luxury automotive sales at Autos of Dallas | Alfa Romeo of Plano, consistently driving revenue growth while leveraging a deep background in IT systems, project management, and process optimization. Recognized for blending high-touch customer service with data-driven efficiency improvements across dealership sales and recon operations.

Experience

Luxury Automotive Specialist | Autos of Dallas & Alfa Romeo of Plano

Plano, TX | 2025–Present
• Sell and manage high-end pre-owned vehicles including Mercedes, BMW, Lexus, Maserati, Tesla, and Land Rover.

• Use VinSolutions CRM to manage leads, optimize follow-ups, and increase closing ratios.

• Collaborate with Finance and Service to streamline recon workflows and reduce frontline delays.

• Consistently hit or exceed monthly unit and gross profit targets.

• Advocate for tech-driven process improvements (automation scripts, issue tracking apps, recon workflow analysis).

Project Engineer | Mice.Systems

Austin, TX | 2023–2025
• Directed technology deployment projects, including infrastructure, VoIP, and IT systems rollouts.

• Delivered tailored client solutions that improved uptime, performance, and ROI.

• Provided leadership across project lifecycles from design through implementation and support.

Tier 2 Technical Support Engineer | Ivanti

Austin, TX | 2021–2023
• Supported enterprise applications and resolved escalated technical issues.

• Created process documentation and knowledge base articles, improving team efficiency.

• Maintained high CSAT scores and mentored Tier 1 staff.

Senior Support Engineer | VersaSuite

Austin, TX | 2018–2021
• Specialized in EMR/HIS software support for healthcare organizations.

• Partnered with clients on troubleshooting, database analysis, and implementation support.

Project Manager | CALLSCO, LLC

Austin, TX | 2012–2018
• Oversaw system installations, vendor coordination, and technical support.

• Led client relationships and ensured on-time, on-budget project delivery.

• Managed teams across multiple technical deployments and service contracts.

Education

Bachelor of Science, Network & Telecommunications Management

DeVry University

Skills & Certifications

• Automotive Sales: Luxury/Highline sales, CRM lead management, finance & recon collaboration

• Technical: Linux, Networking, SQL, Docker, PHP/MySQL development

• Process: ITIL foundations, workflow analysis, system design & automation