

# Courtney Swink

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Chesapeake, Virginia

## PROFESSIONAL PROFILE

**RESULTS-DRIVEN PROFESSIONAL** with 20+ years of experience in retail sales and customer service; developing and executing sales and budget analysis, and cost savings, in addition to various duties in accounts receivables, accounts payable, payroll, inventory management while also identifying opportunities that support overall business objectives. Supports a team building environment, and facilitates constant communication with various departments.

## PROFESSIONAL SKILLS

**MICROSOFT OFFICE SUITE**

**ADP PAYROLL PROCESSING**

**LIGHTSPEED NXT**

**NOTARY REPUBLIC**

## EDUCATION

**Tidewater Community College**

A.A.S. Cyber Security  
Summa Cum Laude

**Old Dominion University**

Bachelor of Science in Cyber Security  
Minor in Criminal Justice

**Alpha College of Real Estate**

Graduate

## WORK EXPERIENCE

**AFRV, Chesapeake, VA**.....January 2017-December 2017

*Industry: Recreational Vehicles*

***Service Advisor***

- Responsible for customer intake and interpreting concerns, advising them of timelines, and assessing who would be obligated for payment
- Responsibility included delegating work orders to technicians to complete diagnostics for customer complaints
- Responsible for relaying causes and allotted times to appropriate departments, to seek approvals
- Maintain quality control standards are being implemented on every request
- Coordinating with team on pick up and logistics
- Responsible for inputting, compiling, reporting, and processing weekly payroll
- Researching and Implementing alternative solutions to repair customer's damaged or defective vehicle
- Estimate and calculate costs of repairs for Insurance Agencies, Extended Warranty companies, and customers.

**SUNRISE AUTO & CYCLES, Norfolk, VA**.....July 2000-March 2016

*Industry: Recreational Vehicles*

***Title Officer, Accounting Specialist, Admin. Assistant to V.P.***

- Process registration, title, and tag for all vehicles sold. Complete supporting documents and send to DMV headquarters.
- Maintain, support, and update CVR platform
- Input and process payroll for monthly employees
- Prepare monthly profit and loss reports for sales
- Coordinate with Parts and Service Departments for internal billing
- Utilize and maintain periodic updates for ADP Lightspeed Platform
- Configure and generate forms to support platform
- Generate and compile Sales Tax totals paid monthly and quarterly
- Reconciled Accounts Receivables for Monthly Payroll
- Conducted Parts Inventory and oversaw the data entry and reconciliation
- Analyze sales reports to produce purchase orders for inventory replenishment, as well as rotating stock
- Analyze sales reports to identify and project retail trends and scrutinize product assortment
- Reconciling purchase orders and stock receipts to vendor invoices and responsibility of working with the purchasing and receiving
- Conduct month end accounting input and closing books, verifying and reconciling books
- Process invoices for payment, apply accounting codes and verify proper approval
- Calculate and reimburse company expenses
- Maintained and ordered clerical supplies for business
- Proficient in 10-key
- Exceptional analytical, problem solving, and statistical skills