

# Courtney Wise

Palm Beach Gardens, FL 33412

[ccourt94@aol.com](mailto:ccourt94@aol.com)

5618899291

Authorized to work in the US for any employer

## Work Experience

---

### **Assistant Store Manager**

Mr. Tire Auto Service Centers - Mechanicsville, MD

January 2021 to August 2021

- Create Service tickets for customers request vehicle service
- Manage cash drawer
- Create employee schedules
- Order parts for service tickets from 3rd party vendors or manufacturer dealerships
- Order tires from 3rd party vendors
- Receive tire orders and parts deliveries in inventory management system
- Submit refill requests for engine oil and other shop supplies

### **Sales Consultant**

Passport Toyota - Suitland, MD

July 2020 to December 2020

- Make 25+ outbound calls to internet lead customers
- Follow up with previous sold customers for referrals
- Lead Generation through Automotive Mastermind (Retention)
- Sell a minimum of 10 cars per month
- Complete training through the dealership and Toyota North America

### **Internet Sales Representative**

Schumacher Volkswagen of West Palm Beach - West Palm Beach, FL

October 2019 to December 2019

- Respond within 15 minutes to a new internet lead via phone, text and email.
- Make 70 outbound calls, send 50 emails and 50 texts per day.
- Follow-up with previous leads to to 90 days from initial lead creation.
- Create appointments for customers from internet leads.
- Contact previous buyers to upgrade to a new Volkswagen (e.g. Retention/ Business Development)
- Meet and/or exceed minimum of 25 sales per month.

### **Lead Distribution Specialist**

Off Lease Only - West Palm Beach, FL

February 2019 to August 2019

- Distribute Internet leads from company website and 3rd party advertising websites to the Sales Professionals

- Distribute the Auto Finance Applications (Credit Apps) to the Sales Professionals
- Update and maintain the tracking logs for the Credit Apps, internet leads and Sales Professionals Performance
- Train newly hired Sales Professionals on the CRM and daily responsibilities and tasks
- Create tasks for Sales Professionals in the CRM such as follow up calls/emails with customers
- Assist General Manager, Sales Managers, and Sales Professionals in understanding new procedures/ instructions on how to complete the leads

### **Business Development Representative**

Off Lease Only - West Palm Beach, FL

May 2017 to February 2019

- Follow up with all sales leads from various 3rd party websites
- Follow up with sales leads from company website
- Follow up trade in leads from Kelley Blue Book submissions
- Take incoming calls from customers
- Transfer calls to correct person or department
- Provide customer with clear and accurate answers to questions and concerns
- Professionally respond to incoming live chat requests and text messages from customers

## Education

---

### **Bachelor's in Data Analytics**

Southern New Hampshire University - Remote

May 2020 to Present

### **Associate in General studies**

Palm Beach State College

August 2012 to December 2019

### **High school or equivalent**

William T. Dwyer High School

August 2008 to May 2012

## Skills

---

- CRM Software
- Live Chat
- Business Development
- Microsoft Office (10+ years)
- Phone Etiquette
- Customer Service
- Sales Experience
- Data entry (5 years)
- R language

- SQL
- Python

## Assessments

---

### **Electronic Health Records: Best Practices — Proficient**

September 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Proficient](#)

### **Customer Service — Proficient**

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Verbal Communication — Highly Proficient**

December 2019

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Expert**

February 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Data Entry: Accuracy — Expert**

December 2019

Entering data quickly and accurately.

Full results: [Expert](#)

### **Work Style: Conscientiousness — Highly Proficient**

March 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

### **Receptionist — Highly Proficient**

December 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

### **Medical Receptionist Skills — Expert**

September 2020

Managing physician schedules and maintaining accurate patient records

Full results: [Expert](#)

### **Active Listening — Highly Proficient**

August 2019

Actively listening and appropriately responding in conversations.

Full results: [Highly Proficient](#)

### **Scheduling — Highly Proficient**

March 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Highly Proficient](#)

### **Sales Skills — Highly Proficient**

September 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

### **Typing — Highly Proficient**

December 2020

Transcribing text using a standard keyboard

Full results: [Highly Proficient](#)

### **Attention to Detail — Proficient**

November 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Data Entry: Attention to Detail — Highly Proficient**

December 2020

Maintaining data integrity by detecting errors

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Additional Information**

---

Driver's License