

Heather G. Gordeev

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OBJECTIVE

Global Studies, Business Management Summa Cum Laude graduate with strong customer-service, marketing, and administrative experience seeks to make a positive impact within an executive training position with the opportunity to obtain a long-term leadership role.

SUMMARY OF QUALIFICATIONS

- Excellent verbal/written communication and interpersonal skills
- Able to multi-task and problem solve in a fast-paced environment
- Proficient in Microsoft software and the aptitude to quickly learn software programs
- Strong analytical skills; able to prioritize and operate with limited or minimal supervision
- Strong organizational, research, and planning techniques with knowledge of CRM systems
- Organizing displays, promoting, and maintaining feature merchandise flow to exceed goals
- Utilizing excellent oral communication skills to ascertain needs and identify appropriate services
- Responding to customer complaints and redressing grievances by phone, e-mail, and face-to-face
- Receiving payment for products purchased and verifying accuracy of data records
- Assisting directors and peers in all aspects of operations
- Adhering to all health, safety, environmental, and company policies and procedures

EDUCATION

Southern New Hampshire University, COCE	2015
• <i>Bachelors of Global Business Management</i>	GPA 3.9/4.0
Greenville Technical College	2012
• <i>Associates of Arts</i>	

AWARDS AND RECOGNITION

- President's List at Southern New Hampshire University
- Dean's List Arts and Sciences at Greenville Technical College
- Dean's List Business and Public Relations at Greenville Technical College
- National Presidential Merit Club
- Congressional Leadership Award

WORK HISTORY

Skypointe Community Center	April 2015 – Current
<i>Communications Coordinator</i>	
• Update records with current information utilizing Microsoft Access	
• Reach out to members and nonmembers with participation information and to update database	
• Communicate with Program Director to ensure all members participate in vital components	
• Exchange ideas with other coordinators to organize fundraisers for youth experiences	
Faiveley Transport, North America	October 2015 – May 2016
<i>Executive Assistant</i>	
• Updated records and created executive presentations with current information to convey status	
• Reached out to other departments to foster and ensure fluent communication	
• Created reports from ERP and other electronic data systems to maintain PO, RMA, and other logs	
• Exchanged ideas with Director and co-workers to ensure seamless functions across departments	