

Heather G. Gordeev

hgordeev@gmail.com | (864)991-5287 | 5 Wheatridge Drive, Greenville, SC 29617

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>	
<ul style="list-style-type: none">• 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>	
<ul style="list-style-type: none">• 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	