

# HEATHER HELM

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## OBJECTIVE

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Dedicated employee known for punctuality, work ethic and willingness to go beyond the expected pursuing employment options where good customer service and positive attitude will make a difference. Committed sales representative with history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the brand name of the organization.

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## SKILLS

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- Problem resolution
  - Communications
  - Relationship development
  - Invoice generation
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## EDUCATION AND TRAINING

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**SOME COLLEGE (NO DEGREE): PSYCHOLOGY**  
UNLV, Las Vegas, NV

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## EXPERIENCE

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### SELLER NETWORKS

Las Vegas, NV

#### Closer

04/2018 to Current

- Educated customers about products and services to generate interest and close sales.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Communicated with potential customers to assess business goals and build rapport.
- Documented sales calls, communications and leads using CRM.

### CHEESECAKE FACTORY

Las Vegas, NV

#### Server

06/2008 to 03/2018

- Educated guests on daily specials and appetizers, entrees, desserts and other menu items.
  - Operated POS terminals to input orders, split bills and calculate totals.
  - Greeted customers, answered questions and recommended specials, wine and desserts to increase profits.
  - Promoted desserts, appetizers and specialty drinks to optimize sales.
  - Processed customers' payments and provided receipts.
  - Updated repeat customers on menu changes and new food and beverage offerings to maintain quality service relationships.
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## ACCOMPLISHMENTS

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- Consistently top of the sales board.
- Closing 10% of calls or better.
- Maintaining positive attitude even when facing adversary.
- Encouragement and enthusiasm practiced to keep everyone motivated.
- Committed to customer relations - highest number of return call closes.