

Heather Davies

702-343-3451 · heatherxdavies@gmail.com

Highly motivated, detail-orientated, customer-focused professional with over 10+ years in customer service, print production, and sales. Results-driven, consistently exceeding profit and KPI metrics. Seeking an environment where current skills can be utilized and further developed.

Experience

June 2020-
Present

Assistant Manager *Palmetto Goodwill, Charleston, SC*

Responsibilities

- ◆ Assists Store Manager in day-to-day operations.
- ◆ Maintains overall appearance of Retail Store and Merchandising to encourage shoppers in support of mission-related services.
- ◆ Ensures warehouse team is meeting production quality standards and production goals.
- ◆ Provides excellent customer service and leads by example to coach, and cultivate a positive experience for customers and employees.

August 2019 -
March 2020

Center Consultant *FEDEX Office, Charleston, SC*

Responsibilities

- ◆ Utilize and maintain a variety of copiers, large format printers, and finishing equipment.
- ◆ Self-Manage the print production queue while providing exceptional customer service to ensure all customers needs are met.
- ◆ Pack and ship items ensuring that they arrive undamaged and within the customer's time and cost specifications.

October 2010-
July 2019

Services Sales Manager *Office Depot, Henderson, NV*

Responsibilities

- ◆ Drove overall selling and customer focused culture in store by utilizing positive and constructive training and feedback with associates.
- ◆ Achieve positive sales comp in all service categories - Print, Technology, Subscription and Business Services.
- ◆ Assist the General Manager with day to day operations and develop strategies to improve growth in overall sales and services.
- ◆ Assists with merchandising, operations and execution of company standards while resolving both customer and associate concerns.

May 2007 -
July 2010

Print Operator / Shipping and Receiving Clerk

Trevco Sportswear, Troy, MI

Responsibilities

- ◆ Produce orders utilizing digital direct-to-garment printers, printed original designed to licensed established brands (Batman, Elvis Presley, Star Trek, etc)
- ◆ Ensure orders are printed on time and correctly; maintaining consistent quality and meeting deadlines
- ◆ Manage shipments and inventory.
- ◆ Utilize a custom shipping and inventory system to create shipping labels for various services (UPS, USPS, FEDEX, DHL).

Skills

- ◆ Management / Leadership
- ◆ Microsoft Office (Word, Publisher, Excel, Outlook)
 - ◆ Merchandising
 - ◆ Inventory Management
 - ◆ Adobe Photoshop
- ◆ Typesetting / Graphic Design
- ◆ Cash Handling / POS Systems
 - ◆ Computer Repair

References

Brandon Cayton

Store Manager - *FedEx Office*

Office: 843-202-1968

Cell: 305-978-6052

Evelyn Robb

Lead Consultant - *FedEx Office*

Cell: 810-282-8905

Stephanie Maciel-Herrera

Store Manager—*Office Depot*

Cell: 702-635-6468

Maria Enriquez

Print Supervisor—*Office Depot*

Office: 702-451-7774

Jodina Hodges-Tucksen

Amazon, Inc

Cell: 702-533-4339

Norma Smith

Warehouse Supervisor - *Trevco Inc.*