

# Heather Loper

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## OBJECTIVE

To bring to your organization dedication, responsibility, and a good work ethic; poses the desire to learn and to utilize my skills obtained through experience.

## QUALIFICATIONS

- Exert a strong will to do better and improve skills
- Exceptional customer service skills
- Empathetic towards others
- Behavioral/mental health experience
- Excellent organizational skills
- Proficient with various forms of communication
- Quick learner
- Attention to detail
- Multicultural background/experience
- Ability to multitask

## EXPERIENCE

Jan. 2019 -Present                      Great Clips                      Marysville, WA  
Assistant Manager

Met customer needs by being detail oriented. Worked efficiently under ever changing workloads. Routinely dealt with and remained focused with taxing customers. Utilized different forms of communication for impaired individuals. Banking, deposits and other tasks assigned to me from the manager.

Jan. 2019 -April 2019                      Great Clips                      Hairstylist                      Burlington, WA

Met customer needs by being detail oriented. Worked efficiently under ever changing workloads. Routinely dealt with and remained focused with taxing customers. Utilized different forms of communication for impaired individuals.

Feb. 2018- Jan. 2019                      Cascades Job Corps                      Sedro Woolley, WA  
Residential Advisor

I perform a large range of duties, from intake paperwork to going to conducting monthly locker inspections. I am there to assist them in their daily living and keeping them accountable for the maintenance of the house as well as school work.

Nov. 2016 - Feb. 2018                      Telecare North Sound E&T                      Sedro Woolley, WA  
Recovery Specialist

I perform a large range of duties, from helping with meals to going to court with them for moral support. I am there to assist them in their mental health recovery in a very empathetic fashion.

Apr. 2016 –Oct. 2016                      Great Clips                      Hairstylist                      Marysville, WA

Met customer needs by being detail oriented. Worked efficiently under ever changing workloads. Routinely dealt with and remained focused with taxing customers. Utilized different forms of communication for impaired individuals.

Aug. 2015 – Apr. 2016                      Supercuts Hairstylist                      Marysville, WA  
Occasional shift lead when required. Used creative process to better salon productivity.  
Acclimated to different situations quickly.

June 2013 - Nov. 2014                      Cal Precision Volunteer Receptionist                      Corona, CA  
Basic office work when as required, including filing, faxing, and updating customer information into the computer. Routinely delivered products as required. Assisted with keeping work areas clean and orderly.

Oct. 2012 - Apr. 2013                      Salon Moselle Manicurist                      Temecula, CA  
Performed all procedures involving nails from manicures/pedicures to acrylics and gels, provided excellent customer service.

Jul. 2010 - Oct. 2012                      Chino One Stop Hair Salon                      Chino, CA  
Stylist  
Performed hair/nail consultation in order to decide what services the client needs. Maintained safety standards and cleanliness, emphasized product benefits and assisted clients in the selection of retail. proactively developed new customers, attended and participated in continuing education and training in order to follow new trends and techniques.

Feb. 2004 - Jun. 2007                      Nieto Business Systems                      Glendora, CA  
Executive Secretary  
Scheduled meetings, filed important documents, completed data entry, shredded confidential information, operated multi-line phone, met simultaneous deadlines, managed multiple clients and calls daily, opened, sorted, and distributed incoming correspondence, including faxes and email, performed general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.

## **EDUCATION**

Norco Community College  
Norco, CA  
Social & Behavioral Sciences

Salon Success Academy  
Upland, CA  
Cosmetology License

Advanced Skincare Equipment Certification

Ontario Christian High School  
Ontario, CA

High School Diploma