HEATHER A. ANDERSON

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**Objective:**

To use my 23+ professional years of experience, education, and training to obtain an office manager position within a growing company.

**Profile:**

Able to lead others in high demand situation. Consistent record of forging strong relationships. Empathetic listener and persuasive speaker. Enjoy working as a team member as well as independently. Organized, goal oriented. Skilled staff trainer and motivator. Enjoy working with the public and diverse populations.

**Experience:**

*Insurance Sales Agent* American Family Insurance

May 2021- Current

Sales, maintained regulatory compliance, protection, service and flexibility for clients, scheduled appointments, multitasking, multi-line phones, research, high quoting capacity, and client services while expanding networks.

* Property, casualty, life licenses
* Maintained a high level of consumer satisfaction
* Strong organizational and time management skills

*Assistant Store Manager* Destination XLG

September 2012- May 2021

Customer service, sales, money handling, cashiering and multi-line phones. Employee relations, training of store staff, hiring, firing and productive coaching of employees including management staff. Opening and closing duties of the store, bookkeeping, banking, budgeting, scheduling, payroll and all administrative duties of the store. Inventory control, shipping and receiving, building fashionable mannequin displays, stocking, use of computer programs to check prices and physical inventory. Maintained a high level of cleanliness, organization and esthetics.

* + - Consistently met or exceeded sales expectation
    - Maintained highest DPT and UPT in the store
    - Maintained a high level of consumer satisfaction

*Merchandise Manager* Ulta Cosmetics, Fragrance, and Salon

October 2005- March 2011

Customer service, sales, money handling, cashiering and multi-line phones. Employee relations, training of store staff, hiring and productive coaching of employees. Opening and closing duties of the store, bookkeeping, banking, budgeting, scheduling, and payroll. Inventory control, shipping and receiving including that of hazardous materials (MSDS), building displays to a specific planogram, stocking, use of a scan gun to check prices and inventory. Maintained a high level of cleanliness, organization and esthetics.

* + - Consistently met or exceeded sales expectation
    - Maintained a high level of consumer satisfaction

*Cashier* Radio Shack

November 2009- March 2010

Customer service, sales, cashiering. Employee relations, cash handling, inventory control, stocking shelves, cleanliness, esthetics, and all closing duties of the store.

*Second Assistant Manager* Bartell Drugs

June 1998- September 2005

Customer service, multi-line phones, sales, cashiering. Employee relations, and training of store staff, payroll, scheduling. Use of a scan gun to make new price tags and check inventory. Inventory control, budgeting, bookkeeping, banking, and all administrative duties of the store. Opening and closing duties of the store, cleaning, facing/esthetics, building of displays. Proficient in operation of one hour photo machine. Licensed (expired) pharmacy assistant.

* + - Consistently met or exceeded sales expectation
    - Maintained a high level of consumer satisfaction
    - Won highest award for managerial excellence

**Skills:**

American Sign Language (Working knowledge)

MS Office (Proficient)

MS Outlook (Proficient)

**Education:**

*College Preparation*. Ballard High School. Diploma

*Sign Language Interpreter.* Seattle Central Community College

*Human Resource Seminar*. Las Vegas, NV

*Slater Insurance School.* Lynnwood, WA

**Reference:**

Will be provided upon request