**Richard William Heavner**

(702) 619-5052

rich[heavner1226@gmail.com](mailto:heavner1226@gmail.com)

**Summary of Qualifications**

High energy, result oriented professional with over 20 years’ experience in the sales and marketing industry, mainly working in vacation ownership; Strong background in recruiting and retention of sales staff; Built and Managed OPC, telemarketing sales centers, as well as face to face sales staff; Proficient in creating and organizing administrative systems; Created and managed various database CRM systems; Self-starter with significant strengths in troubleshooting with strong problem-solving capabilities.

**Professional Experience**

**American Tire Depot-** Arroyo Grande, CA**; Sales Manager 2020-2021**

**Discount Retail Store Services-** Las Vegas, NV**; Director of Sales 2019-2020**

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| **Villas Del Oro-** Las Vegas, NV**; Director of Marketing** | **2014-2018** |  |  |
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| **Resortcom International -** San Diego, CA**; *Sales Manager*** | **2010-2014** |  |  |
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| **ResortStay International –** Las Vegas, NV**; *Call Center Manager*** | **2007-2010** |  |  |
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| **Briggs Ranch –** Las Vegas, NV**; *Director of Marketing*** | **2006-2007** |  |  |
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| **Trendwest Resorts –** Las Vegas, NV**; *In House Marketing Rep*** | **2005-2006** |  |  |
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| **Marriott Grand Vacation Club –** Las Vegas, NV**; *Vacation Ownership Sales Rep*** | **2004-2005** |  |  |
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**Career Achievements**

* Provided tours to 11 resorts across Mexico for Resortcom International as well as managed 5 departments while increasing package sales by 240%.
* Created startup operation single handedly for ResortStay International that provided direct drive tours for Geo Holiday.
* Personally delivered 80 to 100 tours weekly that sold at a 42% efficiency rate for Trendwest Resorts and was awarded the #1 marketing representative in the nation in 2006.
* Built a 200-man call center for Pacific Monarch Resorts.
* Responsible for full directional change of target marketing from Gaslamp Plaza Suites to Dolphins Cove Resort.

**Military Experience**

**US Navy** – Deep Sea Diver, Search and Rescue Swimmer, Electricians Mate **1989-1993**

Honorable Discharge, Veteran of Desert Storm and Somalia.