

LAURA HARPER

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Objective

To facilitate excellent customer service while building positive customer relationships. This occurs while having a positive attitude and interacting easily with customers and fellow employees. Keeping accurate files as well as enter accurate data entry.

Experience

Meritage Homes/ Land development Coordinator

As the Land Development Coordinator I was responsible for providing excellent customer service while being attentive to my company and vendors needs. Communicating clearly and effectively in my daily processes. I was responsible for writing legal Contracts regarding land development, as well as processing monthly invoices from vendors, 26 HOA communities and utilities companies. I processed requests from HOA's and home owners for design approvals. I performed daily extensive data entry keeping electronic files as well as a tracking system to ensure things were kept in a organized manner. I conducted daily operational protocol with the use of various office equipment. I handled any concerns or potential issues voiced by my Vendors and work together to facilitate a solution. I was responsible to communicate daily with vendors throughout the state of North Carolina through phone, and email. I run daily/weekly detailed reports using the J Edwards computer system. I was responsible for notarizing legal documents daily. I Kept weekly/monthly contact with my 60 vendors developing a great working relationship.

Dover Saddlery Sales Associate/Key Holder. Inventory management, data entry, operations management 11-2014-current

I am responsible for providing excellent customer service while being attentive to my customers' needs, displaying extensive product knowledge, and communicating clearly and effectively. In overseeing operations management, I monitor data entry, daily operational protocol, and daily employee procedures. I handle any concerns or potential issues voiced by customers, and work together to facilitate a solution. I am responsible to communicate daily with vendors throughout the country, checking product availability and inventory, and scheduling products to be shipped. As the shipping and receiving manager, I oversee the receiving of large amounts of inventory that must be counted and entered into our POS computer system by item SKU. I locate and order products to be shipped directly to my customers as well. As a key holder, I am responsible to open and close my retail store, as well as reorganize the sales floor frequently and create inviting displays to drive sales. Merchandising and organizational skills are a necessity to create successful in-store displays.

City Center Carriage Driver 2013-current

I give tours by horse-drawn carriage of the City of Charlotte and the Billy Graham Library. I personalize each ride I give by engaging my customers in conversation to make them feel more comfortable. I keep written records of each ride and handle cash payments during each shift. I am responsible for the care and safety of my carriage horse, and must handle the horse in a manner so as to prevent injury or accident to the horse or customers.

Bed, Bath and Beyond Sales Associate/Customer Service 10-2013-01-2014

I worked with customers daily on the sales floor, discussing home improvement, home organization, and interior decoration. By listening closely to customers needs and

communicating clearly, I was able to provide customers with insight and suggestions to find the product that would best suite their needs.

North Carolina State University 2008-current

I have been a volunteer 4-H leader for over 15 years. I coach National and World level equine education teams. I use communication and leadership skills to teach youth and adults time management, organizational and record-keeping skills, and study skills. I advocate goal-setting, and teach techniques to achieve those goals. By demonstrating successful public speaking skills, I help youth to become more confident in a public presentation setting.

Phoenix Police Academy- police officer 1983-1991

My daily duties were to serve the citizens of the City of Phoenix. Clear communication skills and reasoning skills were used on a daily basis in order to facilitate solutions to conflict. Apprehending criminals and securing them was a frequent duty of mine, followed by completing daily hand written reports. I was required to obtain, retain, categorize, and take inventory of evidence. I was a certified DARE officer, certified DUI testing officer, certified drug testing officer, One Roll certified (finger printing/photographing), I was a certified training officer at the Phoenix Police Academy training and teaching police recruits law enforcement procedures. I was also a Field training officer on the street teaching new officers graduating from the academy how to work and relate to the public and on the street.

Education

Phoenix Police Academy- 1983-1991 Gahr High School- Graduated 1981

References

David Hollifield- Production Manager of Ward Tank Charlotte- phone- 704-904-5211 years known- 2 1/2

Lori Stroud- NCSU Extension agent-Raleigh NC-Phone- 919-632-0396
Years known- 8years Rueben Gonzalez-Retired Phoenix Police officer-
years known- 27 yrs- phone-602-206-2395 James Tucker- Retired
Phoenix Police Officer- years known- 29 yrs-phone -602-320-2921