

Heather DeAguirre

302 24th Ave N
North Myrtle Beach, SC

E: heatherdeag@hotmail.com

C: (727) 655-8619

Skills

- Outstanding customer service manner.
- Unmatched ability to excel while multi-tasking in a service-oriented environment.
- Exceptional aptitude for meeting challenges with a solution-focused mindset.
- Natural talent for utilizing strategy and ingenuity to achieve goals.
- Strong competence for being adaptable when working in a structured, team environment.
- Highly proficient in Microsoft Office Suite, various PC/Mac applications, and Restaurant/Retail POS.

Experience

Interim Lead Guide & Sales Guide

The North Face – Myrtle Beach, SC

Supervisor: Morgan McDonnell

May 2021- March 2022

- Directs, develops and motivates the team ensuring consistent best in class customer experience.
- Provides leadership to ensure thorough training and ongoing development.
- Supports store managers in achieving all financial and operational objectives including expense control, Loss Prevention, store audits, weekly reports, and receiving.
- Implements visual merchandising directives and maintains standards consistent with company brand strategies
- Promotes an environment that encourages participation, creativity and learning by sharing best practices and building on the ideas of others.

Levi's Merchandising & Sales Specialist/ Fulfillment

Macy's – Aurora, CO

Supervisor: Mayra Garcia

November 2019- February 2020

- Completed fulfillment orders including picking merchandise, packing, shipping orders, and making in store pickup orders ready for customers.
- Ensured the Internal Fill Rate was met by communicating with the team and delegating tasks to complete the work for the day.
- Achieved established business goals through client development, wardrobing and suggestive selling.
- Developed new business and expanded client base through aggressive networking, conducting special events and on the floor presence.
- Successfully kept sales up while the market was trending down.
- General merchandising, stocking, cleaning and upkeep of the department.
- Passed a corporate brand standards audit.

Administrative Assistant

Ceramic Pro Tampa Bay - St. Petersburg, FL

Supervisor: Jonathan Goldberg

July 2016- October 2019

- Ensured meetings were effectively set, organized and documented.
- Maintained all records and financial receipts.
- Executed all business matters with utmost respect, discretion and honesty.
- Drafted and provided proper communication and correspondence with all parties involved.
- Managed accounts and performed bookkeeping.
- Updated and maintained office policies.
- Ordered office supplies and researched new deals and suppliers.

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Experience – Continued

Sales Associate

Fat Eddie's Ice Cream Parlor – Mt. Nebo, WV

Supervisor: Daniel Groves

March 2016 – July 2016

- Greeted customers and took orders, working the front counter of the parlor.
- Crafted ice cream and various ice cream dessert confections.
- Filled in for short-order cook, cooking a variety of snack/comfort foods.
- Handled cash and credit card payments.
- Maintained a clean and sanitary environment.

Housekeeper

ACE Adventure Resort – 54 Cabins – Minden, WV

Supervisor: Kathleen Murphy

May 2015 – November 2015

- Worked as live-in housekeeper on the property.
- Maintained a clean, comfortable, sanitary environment for Resort guests.
- Stocked guest rooms with necessary supplies.
- Performed all usual cleaning duties in Resort rooms and throughout the property.
- Collected, sorted, washed, dried, and folded laundry.

Home Health Aide

San Rafael and Berkeley, CA

Supervisor: Shawn Cohen

April 2012- March 2015

- Accompanied client to appointments.
- Administered medication and kept records of patient's vitals.
- Planned, purchased and prepared all meals.
- Ensured cleanliness of home at all times.

Customer Service Associate – Men's Department

Peebles Department Store – Summersville, WV

Supervisor: Bonnie Deal

November 2011 to April 2012

- Met/Exceeded Monthly Sales Goals.
- Achieved/Surpassed Monthly Credit Card Application Quotas.
- Provided exceptional customer service, ensuring that all aspects of the shopping experience were outstanding.
- Measured and fitted customers for tuxedo rentals.
- Maintained the building and store displays, kept storefront clean and organized.
- Handled sales, returns, all customer payment/register transactions.
- Prepared the store for corporate visits and inspections.
- Executed weekly markdowns and clearance within the Men's, Children's and Home Departments.
- Used store computer and POS system to fill online and store-to-store orders.

Front Desk

Microtel Inn & Suites – 70 Rooms – Gassaway, WV

Supervisor: Kathy Lewis

March 2011 to August 2011

- Greeted guests, performed Guest Check-In and Check-Out, ensured guests provided proper identification and paperwork, oversaw the Accommodations Area maintained safe and hazard-free environment.
- Settled Guest Accounts during check-out, handled complaints, returned room deposits, applied room charges.
- Broke down Breakfast Area, ensured all breakfast items were properly stored, restocked, collected and laundered breakfast linens.
- Collected, washed, dried, folded, and stored all room/property laundry.
- Performed usual opening and closing duties, depending on shift worked.

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Experience – Continued

Receptionist, Housekeeper & Maintenance

Summersville Lake Retreat – 10 Rooms – Mt. Nebo, WV

Supervisors: Steve & Donna Keiblish

March 2010 to July 2010

- Cleaned and organized all cabins and shower house.
- Washed, dried, folded, and distributed all laundry.
- Maintained the integrity of the grounds.
- Ensured all camp sites were clean and guest ready.
- Worked on-call shifts at Reception Desk, checking guests in/out, and performed all usual Front Desk duties.
- Used work truck to transport various items to designated areas of the property.

Sales Associate

Everything Fiesta – Homer Laughlin China Co. – Sutton, WV

Supervisor: Susie Hamrick

June 2009 to November 2009

- Sold exclusive Fiesta Dishware from company store.
- Drove sales through brand promotion and effective communication with high-volume dealers/clientele.
- Performed all usual sales duties, including stocking, cleaning, organizing merchandise, creating displays, ensuring merchandise was floor-ready, maintaining sales floor.
- Set up Tent Sales, catering to large-quantity dealers.
- Organized and maintained stock room while ensuring constant replenishment of inventory.

Floor Supervisor

Tommy Hilfiger – Sutton, WV

Supervisor: Jerry Burkhamer

August 2008 – June 2009

- Helped promote and differentiate the brand by providing an outstanding customer service experience to store clientele.
- Built consumer confidence and brand loyalty by actively listening to customer's concerns and providing appropriate feedback.
- Charged with opening and closing the store, responsible for all opening and closing deposits, overseeing daily functions, performing all start and end of day procedures, ensuring that everything within the store properly represented the brand.
- Met/exceeded hourly and weekly sales goals on a consistent basis.
- Maintained building store displays and visual presentations while ensuring the area was kept clean and organized.
- Prepared the store for corporate visits and inspections, ensuring that high corporate standards were fully met.

Cashier & Paint Department Associate

Lowe's – Summersville, WV

Supervisor: Adam Cogar

October 2006 – May 2007

- Greeted customers in a kind and timely manner, ensuring their ease in maneuvering through the store's various departments.
- Mixed paint, cut blinds, maintained organization and cleanliness of sales floor and store stock.
- Checked out customers using retail POS system.
- Set up seasonal displays and worked extended holiday hours.
- Gained a solid introductory experience in sales, customer service, and retail store function.

Education/Certification

Nicholas County High School

Summersville, WV

Graduated 2006

References (By Permission)

Jonathan Goldberg
Owner – Ceramic Pro Tampa Bay – St. Petersburg, FL
Ph: (347) 285-2366
(866) 788-6933

Daniel Groves
Owner – JS Business Group – Summersville, WV
Ph: (304) 651-9952
(304) 880-0531

Kathleen Murphy
Department Manager – ACE Adventure Resorts – Minden, WV
Ph: (304) 469-2651

Donna Keiblish
Owner – Summersville Lake Resort – Mr. Nebo, WV
Ph: (304) 872-5975