

# Heather Ford

(831) 235-3354 • heather.r.ford@gmail.com

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## » Summary

College graduate with experience in many different work environments including: outside sales, retail sales, professional office, and childcare.

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## » Education

**Point Loma Nazarene University**, San Diego, CA

BA Therapeutic Psychology, 2010

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## » Work Experience

**Monterey Bay Systems**, Salinas, California

*Account Executive, 2012-Present*

- Territory sales representative responsible for assessing and meeting office equipment needs of existing and prospective clients.
- Successfully re-established positive relationships with dis-satisfied customers as well as maintaining positive relationships with current clientele.
- Thorough knowledge of product line and use of inventory software. Expert skill level using Microsoft Word and Microsoft Outlook. Intermediate skill level using Microsoft Excel and Power Point.
- Responsible for preparation of lease and renewal contracts, meeting crucial deadlines, and civic outreach. Preparation of proposal presentations, financial contracts, and written communication.
- Main objective is to understand customer's needs and help them succeed in achieving their present and future goals.

**Del Monte Macy's Department Store**, Monterey, California

*Sales Associate, 2012-2012*

- Responsible for exemplary customer service, able to multitask in a high energy work environment, being a team player, and having a thorough understanding of product and store knowledge.
- Cashier duties included money handling, and opening and closing registers.
- Completion of end of shift audit, finishing daily display audit, and completing weekly inventory.

**Toro Park Elementary School**, Toro Park, California

*After School Care Teacher, 2011-2012*

- Creation of a safe and secure environment for children and implementing after school program to improve social skills and encourage creativity.
- Supervision of approximately ninety children each day after school including keeping an accurate account of each child present.
- Prepared daily snacks, created daily art projects and assisted children in completion of their homework.
- Worked with high energy, ability to multi task while being able to create a calm and supportive environment for children.

**Starbucks Coffee Company, Salinas, California**

*Barista, 2010-2011*

- Prepared beverages meeting company and customer expectations, provided quality customer service, and worked in a high energy, multitask environment.
- Cashier and money handling, calculating tips for each partner, stocking shelves and merchandise.

**PLNU Wellness Center, San Diego, California**

*Medical Office Assistant, 2009-2010*

- Assisted patients with questions and filling out correct paperwork.
- Answered telephones, completed filing, collated reports, use of office equipment including fax, copy machine, data input, and responsible for sending and answering emails concerning appointments, billing, stocking, book keeping and completing other tasks as assigned.

**PLNU Bookstore, San Diego, California**

*Cashier, 2008-2009*

- Daily tasks included customer service and informing students on new product and correct academic materials, cashiering, money handling, stocking shelves, and completing other tasks as assigned.

**Humboldt Investigations & Photocopy, Eureka, California**

*Office Assistant, 2004-2006*

- Responsible for assembling reports, collating copied materials, photocopying, answering phones, filing reports, faxing requested information.
- Serving papers, running errands such as picking up and dropping off mail, and purchasing office materials.

*\*Special project involved copying old video tapes onto a DVD format for a trial.*

**Bath & Body Works, Eureka, California**

*Sales Representative, 2004-2005*

- Quality customer service and competent product knowledge, , informing customers of new products and special promotions, cashier, money handling, closing out the cashier's box, stocking product, updating inventory, putting up and tearing down special displays.

**Allstate Insurance, Eureka, California**

*Office Assistant, 2005*

- Answering phones, taking messages, faxing, filing, and copying, receiving payments, updating files, and assisting others in the office as needed.