

# Heather Black

Firestone, CO 80504

[heatherblack1970@icloud.com](mailto:heatherblack1970@icloud.com)

571-420-5267

Hard-working, dependable Customer Service Professional with over 15 years of experience providing high quality customer service in a variety of industries, including grocery stores, restaurants and home care. Additional experience includes billing and data entry. Organized and effective multi-tasker with ability to prioritize and complete tasks in a timely manner.

Authorized to work in the US for any employer

## Work Experience

---

### **Labeling Specialist**

Haystack Mountain Creamery - Longmont, CO

April 2021 to Present

Attach labels to packaging for cheese.

Help with filing and shipping.

### **Warehouse Worker**

Employbridge-Otterbox (temp) - Firestone, CO

July 2020 to April 2021

Identified defective, incorrect or missing merchandise and promptly reported to supervisor.

Assembling and packing cell phone cases.

Prepping them for shipping and labeling.

### **Associate Cashier**

Skechers - Aurora, CO

March 2020 to December 2020

Provided assistance with purchases, locating items and signing them up for rewards programs.

Trained new team members in cash register operation, stock procedures and customer service.

### **Production Worker**

Employbridge-Circle Graphics (temp) - Longmont, CO

June 2020 to July 2020

Built and packaged products to comply with multiple work orders and deadlines.

Assembled canvas photos onto cardboard by hand or with a machine.

### **Administrative Assistant**

Sterling Motorsports/LIA - Sterling, VA

March 2019 to February 2020

Communicated with vendors to place and receive orders.

Tracked expenses and documented records using Mitchell 1 and Frazer.

Assisted with administrative tasks, including filing, answering phones, writing checks to vendors and bank runs.

### **Sales Associate**

Skechers - Leesburg, VA  
May 2015 to February 2020

Assist customers with shoe and accessory purchases and process purchases on register.  
Keep store neat and well stocked by adding shoes to shelves.

### **Lot Porter Supervisor**

Leesburg Auto Import - Leesburg, VA  
July 2016 to March 2019

Supervised 6 drivers and 2 detail people at overflow lot.  
Data entry into Frazer of the receipts for the work done on the cars.

### **Associate Cashier**

Panera Bread - Leesburg, VA  
September 2014 to July 2016

Greet and assist customers in a prompt, friendly and professional manner.  
Assisted customers with orders and processed order on Point-of-Service (POS) system.

### **Deli-Clerk**

Giant - Leesburg, VA  
August 2014 to October 2014

Sliced, cut, weighed, wrapped and priced deli products for customers.  
Maintained proper food handling and sanitation procedures.

### **Independent Contractor**

Independent Contractor  
September 2008 to January 2013

Provided meal preparation, companionship, transportation and shopping.  
Performed light housekeeping and laundry duties.

## Education

---

### **Associate of Arts in Business Management**

NOVA Community College - Sterling, VA  
February 1996

## Skills

---

- Customer Service
- Account Collections
- Data Entry
- Organization and efficiency
- Cashier

- Dedicated team player
- Assembly
- Food Handling
- Food Preparation
- Home Care
- Laundry
- Meal Preparation
- Warehouse Experience
- Packaging
- Retail Sales (10+ years)
- Food Safety
- Kitchen Experience
- Cooking
- POS
- Food Service
- Food Production
- Basic math
- Flexibility
- Team Work
- Reliability
- Cash handling
- Stocking