

(303)909-2296  
COLDFRAMESWORX@GMAIL.COM

# Justin Heller

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## SKILLS

Highly Self-Motivated, Strong organizational skills, Experienced managing small/medium teams, Strong written and oral communication skills, Ability to adapt and meet the goals of the team, Deep background in customer relations, Proven time management skills, Google Docs and various formatting software experience, Current MED Badge Holder.

## EXPERIENCE

### **Chuck & Don's, Aurora, CO** – *Assistant Store Manager*

SEPTEMBER 2021 – APRIL 2022

- Coach and lead Team Members to provide an exceptional guest experience and achieve sales goals.
- Organize special store events and promotions
- Assist the Store Manager in overall management of store operations

### **RiNo Vapes, Aurora, CO** – *Assistant Manager*

JULY 2017 – MAY 2021

- Exhibit Exemplary Customer Service
- Obtained a 50 % increase in repeat and new customer traffic and sales
- Maintained Inventory

### **2nd & Charles, Aurora, CO** – *Assistant General Manager*

SEPTEMBER 2013 – JUNE 2017

- Provide leadership around running an operationally sound business; balance of operations, delegation & autonomy, and customer first selling practices
- Provide book, music, and pop culture knowledge and information to employees and customers
- Run sales reports and use data to help guide strategy to hit sales targets

## EDUCATION

### **COURSERA, ONLINE** – *Google Project Management Professional Certificate*

MARCH 2022 – ON-GOING

**Vancouver Film School, Vancouver, BC, Canada** – *Certificate of Film Production*

JUNE 2008 – JUNE 2009, Vancouver, BC, Canada

**REFERENCES**

**Annette Luthy**, Former Mentor, 307-256-6572

**Randy Bach**, Personal Friend, 702-306-1868

**Deja Langley**, Former Manager, 812-241-4883