

KAT HERON

PERSONAL STATEMENT

An experienced administrator with vast experience working in many industries and environments. Approachable and skilled at communicating with customers and clients, implementing company standards, supporting a team, and calm in face-paced, high pressure environments.

EXPERIENCE

Oliver Bonas, Summertown Oxford, Oxfordshire, UK
September 2019 - January 2022
Store Team Member/Keyholder

An enthusiastic store team member providing the best customer experience possible. Whether it's helping a customer find something they saw on the company website, helping them pick out the perfect gift for that special someone in their lives, or an item to add to their home or wardrobe. I'm the first point of contact with a smile.

My duties include:

- Presenting a warm, friendly environment
- Providing exceptional customer service by going above and beyond for the consumer
- Answering phones, queries, and complaints in a timely and polite fashion
- Processing purchases, exchanges, and refunds
- Achieving personal targets in line with company objectives
- Organizing, replenishing and stocking shelves
- Creating visual displays
- Training new members of staff
- Helping with deliveries
- Communicating with other stores in regards to customer queries and merchandise
- Keyholder duties as well as preparation for opening and closing
- Filling in for staff shortages at other stores

APMG UK, High Wycombe, Buckinghamshire, U.K
April 2013- December 2015
New Initiatives Administrator

A diligent administrator who worked across all areas of the Operations team as well as making recommendations that improve processes within the team to provide a better and more efficient service to clients and candidates around the globe, and looking into and fixing breakdowns in the processing system.

The position involved:

Managing, securing, and safekeeping of important documents
Releasing the results of exams to clients and candidates
Handling complex queries
Investigating complaints and missing information
Testing new processes, making recommendations, and implementing them
Locating and distributing fast-track requests
Opening incoming packs
Data Entry into specified databases
Communication with clients and candidates
Confirming certifications
Obtaining verifications
Safety checks of office equipment
Sending business products to clients
Filing, sorting, and processing of important documents
Installing records into various computer bases
Maintain confidential client and customer details and records
Adhere to data and security standards, protecting sensitive data from third-parties.
Interact regularly with Corporate, Operational & Technical staff

Rich London PR, Brixton, London, U.K.

Jan 2013- Mar 2013

Intern

As an intern at Rich London PR, I gained knowledge of the Fashion PR business. I created docket for clients using Microsoft Word, organized and managed the showroom, cataloged collections using Microsoft Excel, communicated with couriers, and researched for potential clients, such as, stylists, fashion editors, and bands through magazines and the internet.

The position involved:

Managing the showroom, changing visual displays and maintaining its style.
Liaising with clients and contributing ideas for marketing campaigns.
Putting together promotional material for events.
Coordinating inventory logistics
Communicating with couriers and delivering packages around London.
Cataloging new and existing menswear lines using Excel, adding them to the showroom.
Researching fashion bloggers, stylists and music artists using social media and the Web.

Expo Temps, Inc., Chicago, Illinois, U.S.A

Sept 2010- Sept 2012,

Independent contractor

Being an independent contractor for Expo Temps gave me the amazing chance to work with a multitude of vendors from across the country and world along with seeing some of the latest styles in Bridal, Prom, and Ready-to-Wear. I would assist vendors with everything they needed from setting up showrooms, shipping off merchandise and communicating with clients. Each day was something different and I gained experience that I can take to any job out there.

The position involved:

Supporting visiting clients from around the U. S. and world
Communicating with customers and providing extensive knowledge of products offered.
Creating beautiful, clean visual displays and showrooms to showcase merchandise.
Organizing and maintaining various merchandise and showrooms.
Adapting and learning about different companies' wants and needs in a short time
Working in a fast-paced environment

EDUCATION

The Illinois Institute of Art, Chicago, Illinois, U.S.A.

Oct 2004- Mar 2008

BA Fashion Marketing and Management

Modules included:

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|---------------------------------------|--------------------------------------|
| * Advertising (B) | * Human Resource Management (A) |
| * Apparel Evaluation & Production (A) | * Inventory & Stock Control (B) |
| *Catalog Development (B) | * Issues in Humanities (B) |
| *Concepts in Modern Math (A) | * Public Relations (B) |
| *Consumer Behavior (A) | * Product Development (A) |
| *Effective Speaking (B) | * Social Psychology (B) |
| *Entrepreneurship (B) | * Textiles (B) |
| *Foundations in Retail Math (B) | * Trade Tariff & Resourcing (B) |
| *Global Marketing (B) | * Trends and Concepts in Apparel (A) |

SKILLS

Proficient to moderate knowledge of the following programs:

Microsoft Word
Microsoft Outlook
Microsoft Excel
Microsoft Visio

Office Skills

Analyzing information	Emailing	Organization	Time Management
Data Entry	Faxing	Photocopying	Training
Decision-Making	Mailing	Scanning	Troubleshooting