

# KELSIE HECKMAN

## CONTACT

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## PROFILE

Friendly and reliable customer service professional skilled in achieving sales targets in high-end merchandise environments.

## KEY SKILLS

Sales training  
Microsoft Word  
Microsoft Excel  
Microsoft Publisher  
Microsoft PowerPoint  
Adobe Photoshop  
Adobe Illustrator  
Product promotions  
Multi-tasking strength  
Excellent people skills

## WORK EXPERIENCE

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### **High Touch High Tech-Instructor**

01/2020-Current

Delivered science-based enrichment curriculum to students ages 2-12 years of age in person and online.

Assisted in the redesign of full lesson catalog for virtual classes.

Prepared lessons, materials and supplied all graphic design materials for visual aids used in delivering our full online catalog to students

### **Lady Luana Illustrations – Owner/Operator**

03/2019 – Current.

Offered custom products on demand.

Attended trade shows to promote and sell products.

Promoted business via social media to generate leads and maximize brand identity.

Maintained inventory.

### **Maxsold – Photographer and Cataloger**

04/2019 – 01/2020

Photographed products inside a customer's home.

Uploaded and edited photographs.

Wrote detailed descriptions of the customer's items to ensure the best profit.

### **Lifetouch - Studio Photographer and Sales Representative**

2017 - 2018

Photographed high-quality images for both print and internet distribution.

Selected and set up appropriate props, backdrops and lighting.

Facilitated weekly studio appointments.

Improved customer satisfaction ratings by addressing issues and fostering timely resolution.

Conferred with customers about concerns with products or services to resolve problems and drive sales.

### **Vector Marketing -Sales Associate**

2017

Researched potential clients and markets to prepare for appointments.

Performed cold-calling and follow-ups with leads to secure new revenue.

Demonstrated products and specific features at customer locations and special events.

### **J. Alexander's – Hostess**

2016 - 2017

Conducted dining room and server checks to assess readiness for expected customer loads.

Cultivated positive guest relations by managing information and orchestrating speedy seatings.

Supported servers, food runners and bussers with keeping dining area ready for every guest.

## EDUCATION

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### **Florida Atlantic University**

01/2019 – Current

### **Eastern Florida Community College**

May 2018

Associates of Arts (A.A)