



HEATHER GARCIA

Contact

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Canton, Texas 75103 

Professional Summary

Motivated professional with a commitment to top-tier performance. Strong leadership and motivational skills in addition to a focus on customer satisfaction. Maximize quality assurance through compliance with regulatory guidelines and training initiatives. Unwavering commitment to customer satisfaction, with the ability to build productive relationships, resolve complex issues, and win customer loyalty.

Skills

- Confidentiality
- Critical Thinking
- Data Entry
- Task Prioritization
- Records Organization and Management
- Detailed Oriented
- Adaptability
- Project Management
- Multitasking
- Reliability

Experience

OWNER - PARTNERSHIP

May 2020 - Dec 2023

GOLD LINE MOMS

- Managed the daily operations related to customer service, inventory management, and marketing.
- Maintained a high standard of customer service through quality assurance checks.
- Managed budgets effectively by accurately forecasting expenses and revenues.
- Utilized effective problem-solving techniques to resolve conflicts quickly and efficiently.
- Developed print advertising, social media campaigns, and networking events to deliver messages to target audience.
- Monitored industry trends to identify opportunities for improvement.
- Analyzed financial data to ensure optimal profitability for the company.

COMMUNICATIONS OFFICER

Sep 2015 - Present

TERRELL POLICE DEPARTMENT

- Excelled in multitasking to manage a high call volume with professionalism and efficiency.
- Analyzed incident details accurately before assigning available resources according to urgency levels.
- Managed multiple incoming phone lines while answering inquiries from citizens regarding safety issues or

concerns.

- Performed data entry into computer systems to track status of dispatched units and maintain accurate records.
- Collaborated closely with supervisors and administrators on special projects such as developing new protocols or procedures for responding to emergencies.
- Demonstrated ability to remain calm and composed in high-pressure situations.
- Assisted in training new dispatchers by providing instruction on proper protocol for handling various types of emergency calls.
- Utilized excellent communication and interpersonal skills to assess callers' needs, provide support, and coordinate emergency services.
- Provided detailed instructions to field personnel regarding the nature of calls, location, and other pertinent information.

RELIEF MANAGER

Oct 2013 - Sep 2015

PUBLIC STORAGE

- Inspected vacant units prior to move-in and move-out to identify any damage or needed repairs.
- Kept tenant and office files organized, properly maintained and secured.
- Accepted and recorded checks, money orders and certified checks for daily deposits.
- Assisted in the preparation of legal documents such as eviction notices or court filings when necessary.
- Created monthly reports on occupancy levels, delinquency rates and other key metrics related to property management operations.
- Monitored and enforced tenant compliance with rental agreement terms.
- Facilitated regular inspections of property and grounds.
- Established relationships with vendors to ensure timely delivery of services at competitive rates.
- Met with prospective tenants to show properties and explain terms of occupancy.
- Investigated and resolved tenant complaints, following management rules, and regulations.

Education

BACHELORS BUSINESS ADMINISTRATION

Dec 2022 | TEXAS A&M COMMERCE — Commerce , Texas

ASSOCIATES BUSINESS ADMINISTRATION

Dec 2020 | SOUTH TEXAS COLLEGE

Website, Portfolio and Profiles

<https://www.linkedin.com/in/heather-garcia1417/>

References

References available upon request