

KRISTINA HEATH

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SUMMARY

- Results-oriented, versatile professional with a solid work ethic and natural leadership capabilities to support overall organizational goals for growth through effective team building and nonprofit management.
- Possesses the drive, resourcefulness, and ability to thrive in challenging environments and utilize superb critical thinking and analytical skills in providing innovative solutions to existing or emerging problems.

PROFESSIONAL EXPERIENCE

Jacksonville Jaguars Foundation

The Jacksonville Jaguars Foundation was created to serve the greater Jacksonville area through strategic, financial, networking, and volunteer support for disadvantaged youth.

Community Impact Manager

May 2017 to present

- Initiates lead and facilitate all Jaguars Foundation's fundraising events and activations, including game day while maintaining solid sponsor relationships.
- Manages all of the Foundation's outgoing grants.
- Maintains and nurtures Foundation's nonprofit relationships.
- Handles all of the Foundation's volunteer database.
- Serves on various committees and boards within the organization and community.

Evereve

May 2014 – May 2015

Evereve is a contemporary women's clothing boutique carrying brands such as Free People and AG Denim. Evereve sets itself apart by offering skilled stylists who provide an expert wardrobing experience.

Store Manager

- Lead and managed a team of 18 to outstanding service and financial results.
- Displayed superior operational excellence. The store achieved the best inventory results within the company.
- Lived and developed the company's core values through the team and community.
- Built a strong repeat clientele by offering a consistent shopping experience.

- Trained, coached, and developed future leaders to continue the company's mission. Two assistants were promoted to lead their stores.
- Organized, planned, and coordinated monthly events within the store to promote customer awareness of new products and offerings.

Restoration Hardware

August 11 – May 2014

Restoration Hardware, a home furnishing gallery, provides a leading global brand of quality lifestyle furniture and accessories for modern American styling. It continues to provide the highest quality customer satisfaction by demanding impeccable service to ensure every customer's needs are consistently met.

Associate Manager

- Lead supervised and coached a group of talented designers and retail professionals in customer satisfaction and achieving sales goals.
- Understood the vision and took charge of the successful execution of the service initiatives. Created focus on accomplishing highest priorities linked to strategies. Lead to eliminate roadblocks and exceed goals.
- Conducted developmental coaching sessions and direct observation of the management team to evaluate the effectiveness of service and selling programs and develop coaching and training skills.
- Served as an ambassador, both internally and externally, and proactively promoted Restoration Hardware's core values, initiatives, image, brand, and character to stakeholders, business partners, and clients.
- Recruited top talent, held group and individual interviews, hired and trained staff and management team. Created a network with the retail community, Restoration Hardware itself, and local universities.
- Facilitated the seamless day-to-day operations of a \$15 million business.

Education

Western Illinois University

- Major – Communications

Columbia College

- Major – Broadcast Communications

References available upon request