

HEATHER LINTON HIGHTOWER

6019 Peacefield Cove
Benton, AR 72019

727.776.6137
author_helinton@hotmail.com
hlhightower@ualr.edu

Career Objective

An exceptional team leader seeks a new career opportunity for hands on experience in the civil engineering and construction management fields

Strengths/Training

- Strong skills in data and financial analysis, including behavioral coaching to impact trends
- Proven leader – equally effective as a member of the team
- Technically Inclined – able to diagnose and repair Windows based PCs, as well as Networking
- Strong work ethic – effective at quickly assessing situations and responding with operative solutions
- Loss prevention – prevent, recognize, and investigate internal and external shrink

Education

University of Arkansas at Little Rock, Little Rock, AR; May 2019
College of Civil Engineering and Construction Management

University of South Florida, St. Petersburg, FL; May 2007
College of Business; Honors College

Bachelor of Science in Management, Minor – Information Systems and Quantitative Methods

Work History

Operations Manager- PetSmart, North Little Rock, AR; December 2014 – Current

- Supervise 30+ team members and 3 managers in a big box environment producing over 5 million dollars in annual sales - responsible for all aspects of store operations, sales, and labor resources
- Developed checklists and procedures to guide team with the new company direction from the leadership changes
- Recruited new key members for succession planning and mentored one currently in line for promotion
- Improved key goals that were low in Q4 2014 to exceed plan Q1 & Q2 2015

Store Manager – Office Depot Inc., Roswell, GA; December 2002– December 2014

- Supervised 16+ team members and 3 managers in a big box environment producing over 3 million dollars in annual sales - responsible for all aspects of store operations, sales, and labor resources
- Relocated to store locations in need of strong leadership and improved store operations on multiple occasions
 - Transformed multiple underperforming stores to top-performing stores in regional measurements within one year of assuming leadership
 - Key areas of improvement include the Copy and Print Center, supply inventory management and merchandising, and Tech Depot Services, in-person and remote PC set-up, optimization, diagnostics and repair.
 - Delivered profit from a store that was operating at a loss the five preceding years- received recognition from Regional Vice President regarding exceptional performance
- Direct supervision responsibilities over staff
 - Create weekly staff schedules and execute projects within budgetary and time guidelines
 - Developed and implemented new staff scheduling process
- Train and mentor over 25 fellow store managers
- Attended corporate sponsored classes to enhance communication and people development skills
- Store Manager of the Year- 2013
- Store Manager of the Quarter- Q3 2013
- Nominated for and participated in leadership development process in preparation for promotion to District Manager
- Office Depot/Office Max District Operations Captain- monitor for and document procedure revisions – instruct and lead all store managers in revised procedures

Operations Manager- Babies 'R Us, Kennesaw, GA; October 2009- February 2011

- Joined team in week 41 of fiscal year and was able to contribute to and significantly improve upon the year-to-date metric scores - store delivered positive sale comps and higher metrics trends going forward
- Recruited new management and team members to enhance performance of both operation and sales procedures
- Attended graduate school full-time for two years while working full time in leadership, also published third book during this time