
Heidi Marie Narvaez
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Professional Summary

Bilingual and dedicated professional with over 4 years of combined experience in sales and reception. Proven ability to manage and lead teams, deliver exceptional customer service, and handle administrative tasks efficiently. Currently pursuing a Business Management degree, expected to graduate in May 2026.

Professional Experience

Lead Sales Representative

Badcock Furniture, Carrollton, Georgia | December 2023 - Current

- Oversaw sales operations and managed a team of sales associates.
- Developed and implemented sales strategies to achieve company targets.
- Provided exceptional customer service and maintained high customer satisfaction.
- Trained new employees and ensured adherence to company policies and procedures.

Assistant Store Manager

Metro PCS, Carrollton Georgia | May 2020 - December 2023

- Assisted in managing daily store operations and supervising staff.
- Coordinated sales activities and promotional events to increase revenue.
- Handled customer inquiries, complaints, and provided solutions to enhance customer experience.
- Monitored inventory levels and managed stock to meet customer demands.

Intern Receptionist

Georgia Vision Institute, Carrollton, Georgia | Summer 2019

- Greeted and assisted patients and visitors, providing excellent customer service.
- Managed appointment schedules, patient records, and other administrative tasks.
- Answered phone calls, handled inquiries, and directed calls to appropriate departments.
- Maintained a clean and organized reception area.

Education

Bachelor of Business Management

University of West Georgia, Carrollton Georgia/ Expected Graduation: May 2026

Skills

- Bilingual in Spanish and English
 - Sales and Customer Service
 - Team Leadership and Management
 - Excellent Communication and Interpersonal Skills
 - Proficient in MS Office Suite and Epic Software
 - Sales Cycle Management softwares
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References

Available upon request.