**Heather L. Armbruster**

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386-213-0325

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**Career Summary:**

Have consistently met company goals and exceeded them. Have sourced top candidates for the company and improved retention by 37% annually. Consistently increased the productivity, Retention, P&L Ratios. Delivered win/win results, Leadership expertise, experience, motivational strategies with HR to achieve top return on investments.

Utilizing a win/win ‘’WoW’’ service model for internal as well as external clients, strong financial planning, P&L budgeting, networking, incentive programs and strong leadership skills over the past 20 years of progressively responsible leadership positions, has resulted in total revenue increases minimum of 40% within the first year consistently in every company directed. Aggressive, enthusiastic, team building mentality. Ability and willingness to adapt, learn, and adjust quickly to fast paced changing environments. Strong leadership and presentation skills. Unique and creative marketing initiatives. The ability to recruit, motivate, and develop long-term employees.

Achieved top awards from each company consistently 40% minimum total revenue increases

Experienced trainer of large groups 30% retail profit increases in first year Created, organized, and implemented programs for the district, successfully raising district levels by 30% per year

Experienced with many diverse cultures Dynamic Presenter

Rated Top Leader in district by staff and clients 6 years straight.

**Experience**

**Business Owner Headerlynn Co. Port Orange, FL. 2008-2014**

Coordinator for events requiring multiple organizations to provide services

* Lead Marketing and Advertising
* Inventory control and retail merchandise sales specialist
* P&L Budgeting and Cost Analysis
* Purchasing Agent
* Business consultant and Revenue improvement Specialist

**United States Census Bureau Palm Coast, FL. 2009**

Census taker Flagler County

* Planning and coordinating report and analysis

**Ratner Companies. Ormond Beach, FL. /St. Augustine, FL. 2002-2008** Leader in charge of all P&L aspects of operations

* MHR Multiple locations up to 20 employees per location
* Consulting with clients as well as staff
* Networking, Marketing, Merchandising, and Promoting of business
* Trainer for all required course materials or skills needed to perform duties
* Top Lead Recruiter, with Highest District Retention Rates Per year
* Customer Relations top awards, created **Customer Appreciation Days Events** increasing revenue by 8% quarterly. Networking with locals increased visibility and donations covered all expenses for events
* Inventory control to include ordering, counts, receiving, and merchandising

**Regis Corporation Daytona Beach, Florida/ Fort Smith, AR. 1997-2002** Managing Leader Trainer all store functions

* Recruiter, Lead Sourcing
* Networking
* Consultant
* Retail sales trainer, Product knowledge Expert
* Inventory control, Logistic warehouse communication, Merchandising
* MHR, Payroll, P&L budget analysis, Customer Relations

**Ratner Companies Newcastle County, Delaware 1993-1997**

* Regional Management district leader 6 stores P&L Budgets
* Increased District Revenue average 14% per year over projection goals
* Managing Leader Trainer
* Managing Human Resources, Payroll, Hire and Termination

**Olan Mills Portrait Studio Wilmington, Delaware 1991-1993**

* Office Manager, ordering, inventory, payroll, hire and term, MHR, customer relations
* Cold calling, inbound and outbound, Networking

**Education**

**Daytona State College** Daytona Beach, Florida **2012-2013**

**BAS Degree**: Business Supervisory Management

**Daytona State College** Daytona Beach, Florida **2008-2012**

**AA Degree**: Psychology

**Sigma Beta Delta Club and Society member /Daytona State BAS club/ Daytona State Psychology club**

[**http://www.news-journalonline.com/article/20130115/NEWS/301159974**](http://www.news-journalonline.com/article/20130115/NEWS/301159974)

**SKILLS**

LEADERSHIP, BUSINESS CONSULTING AND IMPROVEMENT ANALYSIS, SALES, MERCHANDISING, MARKETING, NETWORKING, PROMOTING, RECRUITING, MHR, INVENTORY, TRAINER, CASH HANDLING AND BANKING, ABILITY TO LEARN NEW SKILLS, EXCELLENT COMPUTER SKILLS, MOTIVATOR, INNOVATOR