

Milana Hendricks

Burke, VA 22015

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Sales Representative

Hertz Car Sales - Springfield, VA

August 2020 to Present

- Providing a quality customer service experience to our valued Hertz customers
- Work with customers to determine their needs and wants in their next vehicle purchase
- Becoming an auto sales expert and gain in-depth knowledge of vehicles and technology
- Responsible for the meet and greet, presentation, test drive and write up portion of the sales process
- Follow up with existing customers to confirm their satisfaction and generate leads.
- Achieves individual sales goals and customer service goals.

Print Services Supervisor

Office Depot OfficeMax - Fairfax, VA

April 2019 to March 2020

Copying, printing, finishing, binding, laminating, cutting, taking custom orders, and recommending print solutions. Cashiering duties as well as maintenance/cleanup in dept.

Sales Associate

Talbots - Fairfax, VA

October 2016 to August 2018

Provided a fun, full-service shopping experience to customers. Followed all Loss Prevention practices and protected company assets. Followed all Loss Prevention practices and protected company assets. Maintained store appearance and stockroom organization.

Support Assistant

Nottingham Investment Company - Rocky Mount, NC

May 2014 to May 2018

Organized project media and uploaded scanned files to shared drives created by management. Generated computer graphics, page layouts, graphic design elements and photography images. Daily communication with managers regarding work status, action items and setbacks. Maintained strong relationships by arriving to work on time and conducting all duties professionally. Active participation during on-site safety drills.

Sales Associate

Underground by Journeys - Rocky Mount, NC

March 2014 to May 2014

Met or exceeded sales goals and standards of performance. Provided a fun, full-service shopping experience to customers. Followed all Loss Prevention practices and protected company assets. Assisted with receiving/sending shipments of merchandise. Maintained store appearance and stockroom organization.

Education

Bachelor of Arts in VA

George Mason University

August 2016 to May 2020

Skills

- Customer support (9 years)
- Microsoft Office (6 years)
- Adobe Creative Suite
- Quality Control
- Food Safety
- Printing
- Adobe Acrobat
- Adobe After Effects
- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop
- Layout Design
- Typography
- Web Design
- Video Editing
- Social Media Management
- Branding
- Adobe Premiere
- Figma
- Dreamweaver
- New Media Art (6 years)

Links

<http://www.linkedin.com/in/milana-hendricks>

<https://www.milanahdesigns.com/portfolio>

Assessments

Graphic Design — Proficient

January 2020

Using graphic design techniques and producing visual media to communicate concepts.

Full results: [Proficient](#)

Supervisory Skills: Directing Others — Proficient

January 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

Marketing — Highly Proficient

February 2020

Understanding a target audience and how to best communicate with them

Full results: [Highly Proficient](#)

Brand ambassador — Highly Proficient

December 2020

Promoting brand awareness and sales

Full results: [Highly Proficient](#)

Work style: Conscientiousness — Highly Proficient

June 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Basic attention to detail — Proficient

June 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

KEY AREAS OF EXPERTISE

- Food Safety Certified • Food Preparation Experience • Safety and Compliance
- Food Handling Certified • Dreamweaver • Quality Control
- Adobe CS Proficient • Service Industry Experience • Store Display Setup
- MS Office Proficient • Graphic Design Experience • On-Site Customer Support