

AVERY HILLER

An operations-minded individual with a passion for the arts and the dream of obtaining a career where my social and professional skills will allow me to create, innovate, and excel in the workplace.

EDUCATION

2021-2025

Bachelor's of Arts from

UNIVERSITY OF NORTH
CAROLINA WILMINGTON

in **Philosophy & Religion**
(concentration in Philosophy)
and **Sociology**

📍 Wilmington, North Carolina

SKILLS

- Operations & Project Coordination
- Administrative Support
- Inventory & Shipment Coordination
- KPI & Sales Reporting
- Data & SKU Analysis
- Planogram & Visual Merchandising
- Creative Project Execution
- Social Media Management
- Team Training & Leadership
- Organization & Time Management
- Written & Verbal Communication
- Confidential Information Handling
- Problem Solving
- Adaptability
- Attention to Detail

WORK EXPERIENCE

Floor & Decor - Tile Department Manager

OCT 2024-PRESENT 📍 Wilmington, North Carolina

- Serve as a member of the store management team by opening and closing the store, overseeing store operations, associates, customer needs, and company standards.
- Lead daily store operations, including inventory, shipments, purchase orders, merchandising, staffing, and customer projects.
- Track department KPIs, sales reports, and SKU performance to identify trends, address underperforming products, and strategically drive sales.
- Create and execute planograms, product displays, and creative department projects while maintaining visual and operational standards.
- Train, direct, and support associates while managing competing priorities in a fast-paced environment.
- Recognized by customers through many reviews for exceptional customer service and by district/regional leadership for attention to detail and execution.
- Promoted from Sales Associate to Assistant Department Manager in July 2025 and then to Department Manager in December 2025, expanding responsibilities from sales-floor leadership into department and store operations.

Block, Crouch, Keeter, Behm & Sayed, LLP - Runner/Office Assistant

AUG/2023-MAY/2024 📍 Wilmington, North Carolina

- Supported attorneys with daily office operations, including phone calls, emails, filing, paperwork, and client intake.
- Handled confidential information and legal documents with professionalism, discretion, and strong attention to detail.
- Organized and delivered time-sensitive documents and materials to courthouses, banks, and other law offices.
- Adapted to changing priorities and provided administrative support wherever needed to keep the office running efficiently.
- Managed the firm's social media accounts, creating and maintaining relevant and engaging content.

INTERESTS

- Music
- Literature
- Vintage/Antique Material
- Printmaking
- Crochet
- Design
- Vinyl
- Writing
- Film Photography
- Pottery
- Travel
- Art/History Education
- Nature
- Physical Media

CONTACT

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New Hanover County HR Department- Work Study

SEPT 2022-APR 2023 📍 Wilmington, North Carolina

- Organized, filed, and maintained departmental documents and records
- Assisted with preparation and organization of materials for the department's transition into the new New Hanover County building
- Helped coordinate and organize departmental materials during the office move
- Organized and cataloged a supervisor's professional book collection into a mini library for employees to access and use
- Created an organized, accessible system for shared departmental resources
- Provided general administrative and organizational support to the HR department

Target - Team Member

MAY 2022-AUG 2023 📍 Greensboro, North Carolina

- Cross-trained across Guest Services, Cashier, Starbucks, Stocking, and Fulfillment, adapting quickly to changing department needs.
- Managed customer interactions with professionalism and strong communication while resolving questions and concerns.
- Processed and fulfilled customer orders accurately and efficiently, balancing multiple priorities in a fast-paced environment.
- Maintained organized work areas and followed company, health, and safety standards.

Frye Build and Design, LLC - Office Assistant

MAR 2020-AUG 2021 📍 Greensboro, North Carolina

- Supported daily operations for a design and construction company by organizing insurance documentation, entering information into QuickBooks, and completing administrative tasks.
- Prepared and filed building plans with the City of Greensboro, managing paperwork and submissions for ongoing projects.
- Responded to phone calls and emails and coordinated daily requests from designers and contractors to keep projects moving.
- Picked up and delivered supplies to job sites, managing time-sensitive requests across multiple locations.
- Managed company social media accounts and maintained relevant, engaging content.