**Heather Irey**

4379 Keller Rd. Holt, Michigan 48842 **·** (517) 366 - 3168 **·** hirey85@gmail.com

| **Summary of Qualifications** |
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Achievement-driven and results-oriented professional with strong technical skills. A quick learner who is seeking to achieve a challenging position that allows meaningful contributions to a business’ success, especially in the areas of quality and customer satisfaction. Detail-oriented leader with excellent interpersonal, planning, problem-solving, and communication abilities.

| **Work History** |
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**National Dentex Dental Art Laboratory**

*Laboratory Administrator – Payroll, Budgeting, Scheduling Benefits, Capital Planning, Building Management*

* Hiring/onboarding orientation, benefits and other staff needs as they arise.
* Responsible for sales, labor, productivity, material usage, budget performance, etc.
* Oversee all local accounting functions, such as accounts payable, accounts receivable, and collections
* Oversee functions such as inventory and purchasing
* Kaizen implementation

**Medilodge of Capital Area**

*Director of Human Resources - Hiring, Training, Benefits Administration, Payroll, Scheduling, Budgeting, Safety, and Planning*

* COVID testing staff and patients
* Executive leadership training and safety planning
* Talent Acquisition and Training for Certified Nursing Aides as well as Nursing, and unlicensed staff
* Write and maintain schedules for different licensure and certification levels

**American Red Cross**

*Coordinator III – Acquisitions, Planning, Scheduler and Payroll Timekeeper*

* Write and maintain schedules for hundreds of staff over multiple states
* Schedule union staff in mobile locations changing daily
* Know and understand six contracts from four unions
* Track and payout hours and premiums for each of the staff in each union
* Executive leadership courses to prepare for leadership role in company

**J. America**

*Compliance, Quality, Testing, and Packaging Administrator*

* Oversee product testing, quality, compliance and packaging from concept to store shelves
* Maintain records for products, customers, and producers
* Review company financial records, discover charges to company, research charges, dispute charges, and change standard operating procedures where necessary to protect against future charges
* Write and maintain operating procedures for domestic and international factories, to follow the needs of several demanding customers

**United States Army**

*Air Defense C4I Tactical Operations Center Enhanced Operator and Maintainer*

* Plan and assemble training and logistics packets for deployments and re-deployments, including necessary instructional design, intelligence analysis, risk management, message processing procedures, and process analysis and improvement
* Complete various administrative tasks, such as draft documents for internal meetings, develop and create a more effective filing system to accelerate paperwork processing, maintain accurate documentation as required, and perform data management duties
* Use specialized knowledge and experience in the areas of firearm and explosive handling, integrated electronic systems, and electronic device and system installation and repair to perform required tasks
* Maintain a state of readiness and alertness for all assignments
* Certifications: Confidential Security Clearance, Department of Defense Information Assurance Awareness, Defensive Driver, Offensive Driver

**Home Depot**

Contractor Relations Department

*Credit Captain and Paint Pro*

* Utilize point-of-sale software to accomplish retail functions such as maintaining inventory, committing verified orders, running reports as necessary, data entry, and cashing out customers
* Implement procedures to maximize sales at the Denver, CO store location including, but not limited to, being available to assist customers to their complete satisfaction, maintaining a friendly and helpful demeanor at all times, perform liaison duties between customers and contractors, provide expert knowledge in the capacity as Paint Pro, and process consumer credit applications
* Perform various other duties as needed including handling customer complaints, interacting with suppliers as needed, and operating on-site machinery for the purposes of stocking inventory or fulfilling customer requests

| **Education** |
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**Davenport University, Lansing, MI**

Bachelors in Business and Health Information Technology Writer

Graduation: Spring 2017

**Lansing Community College, Lansing, MI**

Associates in Business and Accounting

Graduation: Spring 2017

**Westwood College, Denver CO**

Majored in Network Engineering from January 2009 – May 2011

| **Technical Skills** |
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*Software:* Microsoft Word, Excel, and PowerPoint

*Web Design:* HTML, CSS

*Certifications:* CPR, First Responder

| **Extra-Curricular Activities** |
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Business Partners of America Executive Board Elected Representative.

Student Veterans of America Member.

Student Government Member.

| **Summary of Skills** |
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* Extremely organized
* Computer proficient
* Microsoft Office, Excel, PowerPoint adept
* Quick learner
* Air Defense Command, Control, Communications, Computers Maintainer
* Documenting/Record Keeping
* Electronic Device/System Installation/Repair
* Firearm and Explosives Handling
* Instructional Design
* Integrated Electronic Systems
* Intelligence Analysis
* Message Processing Procedures
* Process Analysis and Improvement
* Repair Malfunctioning Electrical Systems
* Risk Management
* Safety and Occupational Health Programs
* Skill with Hand Tools or Power Tools
* Strong verbal communication
* Cooperative team member
* Effective team leader
* Trained in emergency response
* CPR certified
* Confidential Security Clearance
* Data management