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Summary

- Currently attending UW Coding Boot Camp to learn Full Stack Web Development (completion expected Feb 2021)
- Experience with Automated HR Systems such as DCPDS, TWMS, HRLink, and eOPF.
- Extensive experience with the Microsoft Office suite, including VBA programming in Excel.
- Streamlined existing processes and improved related documentation; created new processes and documentation to fill gaps in department knowledge and reduce errors.
- Revised existing reports and documents to be more user-friendly and useful for employees.
- Automated reporting processes at OCHR-Silverdale at every opportunity through the use of VBA programming.

Education

Full-Stack Coding Bootcamp Exp. Feb 2021
University of Washington, Seattle, WA

B. A. Degree in Business Administration: Finance Jun 2015
University of Washington, Tacoma, WA

A.A. Degree in Business Administration Dec 2012
Olympic College, Bremerton, WA

Work History

Clerk II, OCHR-Silverdale via Symtech Sep 2019 to
Sep 2020

Clerk II, OCHR-Silverdale via Frankie Friend and Associates Jan 2017 to
Sep 2019
DCPDS Experts Team, Department of the Navy, Silverdale, WA

- Routed Non-Comp actions in DCPDS from 6 groupboxes directly to the HR Assistants on each team throughout the center. Verified that required information was complete in each RPA before sending it on to be processed or returned to the command for completion. Routed actions for all Code 53 and 54 teams.
- Created a new RPA logging scheme to better track RPA's assigned to trainee Assistants based off existing system for tracking RPA's routed to each individual team. This improved ability to balance the workload for trainees, who receive actions across teams.
- Answered emails and phone calls from the commands, frequently helping them find RPA's that were misrouted or required new information be added. Answered questions about why an RPA needed the information listed in the RPA Handling Guide, with guidance from team leads as needed.
- Trained two new contractors in the Non-Comp Router role.
- Updated Weekly and Monthly Production Reports for the center by downloading raw reports from HRLink and supplementing them with timeliness information drawn from TWMS. The process requires the use of critical thinking to determine which

dates are most relevant as well as the ability to manipulate Excel spreadsheets into an easy-to-read format.

- Modified the structure of Weekly and Monthly Production Reports to reflect changing priorities in the information being tracked, with guidance from APM Crystal Rockafield. This required changes in the formulas Excel used to calculate timeliness, as well as changes to the Macros that assemble the reports, which I created during my time in Records.
- Created the Excel Macros that automate formatting of HRLink reports used for the daily Workload Management Toolkit, wrote a user-friendly walkthrough for the process, and helped create the current formatting of the Toolkit as one centralized file.
- Created an easier-to-use QC Worksheet format for the HR Assistant training program at OCHR-Silverdale with input from trainers on what information the sheet should hold. These are used by all trainee Assistants to ensure they process actions correctly and by the trainers to grade actions in the QC process. Updated worksheets to reflect changes in the training program over time, which required changes to their layout.
- Backed up the Gatekeeper position, handling the logging, routing, and archiving of PRWs, Correction RPAs, and Grievances. This required attention to detail and research into the root cause of issues presented.
- Assisted in training two new contractors in the Gatekeeper role, one in this position and one in the Records Department position below. Created basic instructions for task completion including a list of relevant contacts for escalations or questions.

Clerk I, OCHR-Silverdale via Frankie Friend and Associates
Records Dept, Department of the Navy, Silverdale, WA

Oct 2015 to
Jan 2017

- Created an Excel macro to combine Accession logs given to Records each week and eliminate duplicate employees. This saved considerable amounts of time by eliminating redundant work and streamlining the process to check if the employee's prior service had been requested.
- Created the Excel Macros that automate formatting of HRLink reports used for the Weekly Production Reports and wrote a user-friendly walkthrough for the full process, from downloading raw data to notifying staff that the report is complete. This guide included instructions for interpreting event code information provided in TWMS and identifying which HR Specialist should receive credit for an action if their name is missing from the report.
- Scanned hard-copy OPF folders, adapting for paper of varying age and fragility, and uploaded those documents to eOPF.
- Checked quality and accuracy of documents uploaded by other members of the Records team.
- Corrected indexing of eOPF documents received via transfer from other agencies.
- Provided SF-75 documents to other agencies hiring Navy employees.
- Backed up the Gatekeeper position as needed.

Math Tutor, Olympic College
Bremerton, WA

Sep 2015 to
Oct 2015,

Sep 2010 to
June 2013

- Instructed students in group or individual settings on pre-college math, pre-Calculus, and Accounting courses.
- Adapted instruction to each individual's needs or for presentation of information to a large group.
- Mentored new tutors on best methods to minimize student frustration and increase flexibility in teaching styles.

Delivery Driver, Domino's Pizza
Bremerton, WA

Jun 2013 to
Feb 2015

- Entered customer orders in the computer system, including credit card information.
- Assisted with stock rotation and inventory counting.
- Delivered orders quickly and efficiently.

Business Manager, Camp St. Albans
Allyn, WA

Jun to Aug 2011
& 2012

- Developed necessary systems to strengthen security and streamline process for camper pick-up at the end of each session.
- Initiated and maintained program to send twice-weekly email newsletters to parents during camp sessions.
- Controlled access to petty cash and filed monthly reconciliation reports for petty cash and office credit card.
- Filed all camper paperwork by session and controlled distribution of sensitive information to necessary staff.
- Performed technical support for all office equipment, including wi-fi network, copy machine, and computers.

Volunteer History

Convention Staff/Enforcer, Penny Arcade Expo
Seattle, WA and Boston, MA

Sep 2008
to present

- PAX is a gaming convention held in 5 cities each year, and refers to their staff as Enforcers. It began as a volunteer position, though staff are now paid through a temp agency for insurance purposes. I primarily work the shows in Seattle (Labor Day Weekend) and Boston (late March/early April). Both shows currently last for 4 days.
- **2015-present: Department Manager of Line Entertainment.** Managed 30-35 other staff, with minimal input from higher management. Created team assignments for each show, selected Squad Leads, and determined the most efficient schedule for traveling between theatres. The schedule is especially challenging in Seattle, as the convention is spread across eight separate venues downtown.
- **2012-2014: Line Entertainment Squad Lead.** Similar duties to below, but with the added responsibility of supervising 3-5 other staff.
- **2010-2011: Line Entertainment staff.** Went to each of the theatres to entertain attendees waiting in line for panels. Distributed prizes and raised morale at the most boring place in the show.
- **2008-2009: Registration desk staff.** Performed high volumes of sales during the 2008 show. Checked in guest speakers and other VIPs during the 2009 show.