

Heather Leavitt

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Summary of Skills:

- 20+ yrs. work experience in office administration and telecommuting.
- 8 yrs. managing a group of 15-25 employees in a call center.
- Handled customer phone calls that required a more "hands on approach" with the ability to keep the customer and the company's best interest in mind.
- Well versed with internet-based programs, as well as Microsoft Office, Outlook, SAP, Cygnet, Microsoft Teams, ZOOM, AS400, Symposium, Simonview and Oracle. Troubleshooting and resolving computer issues.
- 5+ years working for an environmental services company as an onsite field administrator, jobsite coordinator, safety administrator and spill technician.
 - Compiling data for analysis and Creating spreadsheets
 - Corresponding with superiors, customers and subcontractors via email and phone;
 - Managing payroll, per diem and rental equipment, booking hotel rooms
 - Scheduling sub-contractors and staff
 - Proper Use of PPE
 - Spill Clean Up
 - Mobilizing and De-mobilizing of work site
- 40 Hr. Training in Hazardous Waste Operation (HAZWOPER)
- Additional training included API work safe, erail safe, confined space entry, confined space rescue, forklift certification. CPR, Blood born pathogen, First Aid

Professional Experience:

Covenant Testing Technologies, Greeley CO 8/16 – 4/20

Work order support specialist (contract to Occidental / Anadarko Petroleum)

- Entering work order requests for oil related apparatus.

- Responding to email requests and via Cygnet generated requests.
- Understanding the scope of work to determine the group to receive the work order request.
- Learning the internal & external workings of Tank Batteries, Wellheads, and Pipelines to process the correct type of work order.
- Track equipment maintenance plans of incremental work to comply with state regulations.
- Create Equipment and Maintenance plans in SAP for new well locations to come online.

Alles, Taylor & Duke LLC. Evans, CO 6/16 – 8/16

Land Use Planner

- Research for land use projects, gathering maps, area information.
- Submit applications to Town and City government for approval.
- Compose Narrative explanations of the scope of work.
- Organize, bind and prepare presentations to be analyzed for submission.
- General office duties, phones, filing creating job folders

First Intl. Bank & Trust, Watford City, ND 6/15 – 12/15

Credit Card Customer Support

- Organization of daily reports to monitor credit card activity.
- Underwriting applications for credit.
- Answer question via email with specifics about customer accounts.
- Track weekly employee incentive program and update to internal bank website.
- Handling extremely sensitive financial information for all credit cardholders.
- Trained to follow security procedures associated with bank operations.

Caliber Midstream, Alexander, ND 9/14 – 3/15

Administrative Assistant

- Assisted in the organization of an experienced fresh water pipeline inspection team.
- Daily submission of expenditures for the installation of pipeline by contractors.
- Weekly submission of inspector's time sheets.
- Attending daily foreman meetings and compile notes for the day's activities.
- Organizing daily reports for project tracking including but not limited to, Daily Inspection Reports, Footage reports. Consumption of materials used, etc.
- All aspects of project tracking, as well as reading and understanding alignment maps.

- Inquiring and ordering with material vendors.

D&M's Office, Watford City, ND 3/14 to 9/14

Bartender

New Leaf Hospitality, Watford City, ND 7/13 - 12/13

Night Auditor

- Assisted in tasks for opening the new hotel
- Handled all front desk operations and customer service responsibilities
- Responsible for checking in and checking out guests
- Entered audit information for the day's transactions

Greg's Welding, Inc., Watford City, ND 10/12 - 6/13

Administrative Assistant

- Responsible for pricing field tickets
- Created spreadsheets to accurately track equipment use, shop time and various other types of data
- Answered phones and directed customers to the appropriate supervisor
- Assisted in the organization of employee files.
- Assisted with office duties such as filing, organizing, email correspondence
- Worked closely with field representatives, welders and roustabouts to provide customers with excellent service

Watford City Golf Club, Watford City, ND 6/12 - 11/12

Bartender/Server/Cook

NRC Environmental Services, Seattle, WA 10/07 - 07/13

Deck Hand/Field Admin/ Spill Technician 1

- Extensive training to accomplish the tasks assigned
- Spill response on land and water
- 40 Hr. Training in Hazardous Waste Operation (HAZWOPER)
- Trained and utilized spill response apparatus
- Assisted in the organization of employee files
- Kept employees certifications up to date
- Assisted with filing, organizing, office relocation, and archiving files.
- Field administration duties included, but not limited to, payroll for all staff on the particular project, rental equipment, scheduling sub-contractors and staff, booking hotel rooms, paying per diem, compiling data, creating spreadsheets, correspondence with my superiors, customers, and sub-contractors via email and telephone

Seattle Tacoma KOA, Kent, WA 06/07 - 05/11

Reservation Specialist / Shift Lead

- Excellent customer service providing information and fielding questions.
- Oversee all aspects of providing a great camping experience.
- Prepared breakfast at the campground kitchen for guests.
- Light maintenance duties as needed.

The Right Spot in Fife, Fife, WA 09/06 - 06/07

Bartender/Server

Premera Blue Cross, Mountlake Terrace, WA 04/06 - 07/06

Operations Specialist

- Assisted healthcare providers and health care subscribers with understanding medical, dental, vision, and long term care health insurance benefit coverage

Naples Daily News, Naples, FL 06/05 – 01/06

Circulation Specialist

- Member of an 8 person department providing customer service for delivery of the local newspaper

Overdraft LLC. Ft. Myers, FL 08/04 – 05/05

Steward/ Mate

- Mate on a private yacht, responsible for meal planning, cleaning and detailing the interior and exterior of the boat.
- Responsible for intermittent navigation as well as securing boat at the dock.
- Coordinating entertainment arrangements for onboard guests.
- Spent time at exclusive resorts in South Florida and the Bahamas.

Resolution, Inc., So. Burlington, VT 11/96 – 04/04

Customer Care Center Manager /Customer Care Center Representative

- Managed a group of 15-25 employees
- Managed complex routing system for many toll free phone numbers
- Created status reports on most aspects of the business, including agent statistics
- Responsible for motivating the sales team to prioritize their daily work tasks and utilize company time
- Delegated workloads to individuals as needed, i.e. check order entry, voice order entry, and email responses, as well as any special projects presented
- Fielded calls that required a more “hands on approach”
- Handled customer service issues with the ability to keep the customer and the company’s best interest in mind
- Contributed to each employee’s yearly review process
- Introduced customer service skill sets that enhanced employee performance and helped build a motivated workforce

Education & Certification:

2007-2016

Certifications

e-railsafe, API Worksafe, Confined Space Entry, 40hr. HAZWOPER, Oil Transfer Operations, Powered Industrial Truck, CPR (current), Standard First Aid, Blood Borne Pathogens

June 1989

Burlington Area Vocational Technical Center, Burlington, VT
Human Services Program

June 1989

Colchester High School, Colchester, VT
High School Diploma