

Karen Hoesch

Arizona
arizonap@rocketmail.com - 623-570-4932

additional email
karenhoesch@yahoo.com

Authorized to work in the US for any employer

WORK EXPERIENCE

Operator

Medtronics - Tempe, AZ -

2017-09 - 2017-11

Battery Prep and Clean Room
Ellipsometer machine operator
Battery wash machine operator Axis Battery Wash Machine
Drop Gauge measure
Keyence measure
Assisted Engineering with battery experiments for heart devices
Clean room Wafer Transfer Special projects

Operator Kelly Temp Services

Bard Peripheral Vascular - Tempe, AZ -

2017-05 - 2017-09

Operator - Building Stents for use in medical field.
Quality Assurance - Packing and Labeling for distribution in medical.
Loading and unloading stents for laser cutting and cleaning.

Cook

-

2016-01 - 2017-05

Cook food to customer request
Prep Foods for daily use
Lift up to 60 lbs.
Clean food preparation equipment, work areas, and counters or tables
Take orders from customers and cook foods requiring short preparation times, according to customer requirements
Restock kitchen supplies, rotate food, and stamp the time and date on food in coolers

Accomplishments

I believe I inspired others to do their work better and respect their work environment and tools

Bartender

American Legion -

2017-01 - 2017-02

Make and garnish drinks for customers.

Restock

Clean and sanitize bar and bar area

Bookkeeping

Cook

Hilton - Anthem, AZ -

2017-01 - 2017-02

Cook breakfast items

Set and serve

sanitize all kitchen, dining and breakfast area

Prep foods

Customer Service and care

Bakery

Sprouts Farmers Markets - Phoenix, AZ -

2013-08 - 2014

Addressed questions, concerns, sales and filled special orders.

Prepared various bakery items using appropriate ingredients, cooking times and attention to detail.

Operated ovens, knives, scales, wrappers, trash compactors and other equipment.

Stocked and ensured proper pricing accuracy.

Took Inventory and recorded and stocked accordingly.

Walked department regularly to ensure an organized, sanitary and overall clean appearance.

Ensured cleanliness of bakery aisles, storage area, and work area for safety.

Provided customer service.

Work from home

Hamilton Sunstrand - Phoenix, AZ -

2006-01 - 2008-01

Building electronic cables from my home

Hamilton Sunstrand Aerospace (UTC) 1996-1997

Manpower - Phoenix, AZ -

1995 - 1997

Provided technical services as assigned.
Tested capacitors and programmed capacitors.
Soldered printed circuit boards.
Read prints and set boards as requested.
Assisted other areas if needed.

IT Senior Support Representative Help Desk

AG Communication Systems - Phoenix, AZ -

1993 - 1996

Senior Representative responsible for attending daily status meetings to review all system and sub system outages and to review open status that were unresolved issues/problems.

Responsible for monthly status reports for all IT department systems and sub systems.

Responsible for first level help desk support of large data center including UNIX workstations and the IBM mainframe environment assisting over 1500 engineer and computer users to obtain their objectives.

Answered and recorded all user and engineering inquiries regarding computer software or hardware to resolve problems and provide technical assistance and support.

- Operating Systems and Languages IBM MVS;JCL, TSO, UTS, DISOSS, PS370), JES2, UNIX, APOLLO DOMAIN, CLIST

- Hardware IBM 3090, Apollo workstations, XEROX, Apple Macintosh, Microsoft office

Oversaw the daily performance of computer systems and entered system commands.

Installed software and assisted in setting up computers.

Conducted surveys, and service requests.

Other tasks as assigned.

IT User Support

GTE Communications Systems - Phoenix, AZ -

1989 - 1993

Provided technical assistance to computer users and engineering

Resolved computer problems for clients via telephone and electronically

Provided technical assistance to computer users and engineering

Resolved computer problems for clients via telephone and electronically

Administrative Assistant

GTE Communications Systems - Phoenix, AZ -

1983-01 - 1986-01

Make copies of correspondence or other printed material

Operated large Xerox machines 9700 and Up for Corporation

Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals

Faxed paperwork, handled mail and sensitive material

FEDEX, UPS sent and received

Blueprint and sepia copies

Greet visitors or callers and handle their inquiries or direct them appropriately

Operated other office machines, Computers

MSOFFICE proficient

EDUCATION

Dipolma in Core

Moon Valley High School - Phoenix, AZ

1974 - 1977

BA in General Studies

GCC - Phoenix, AZ

SKILLS

Customer Service, People skills, office equipment, time management, MSOFFICE Proficient, Ability to work well with people from various disciplines with varying degrees of technical experience. Ability to create and maintain rapport with end users,

CERTIFICATIONS/LICENSES

American Red Cross Diaster Services

Diasters Services

American Bartender School

Mixology

Customer Service

Customer Service Certified

Microsoft Office Specialist

Certified

ADDITIONAL INFORMATION

"It is pleasure to write this recommendation for Karen Hoesch. Karen is an outstanding employee as well as a great team player, loyal worker and leader with Sonic Drive In. In her position with us, she has excelled and continues to show great performance on every shift she works.

Karen is able to work proficiently either alone or with a team of people and her willingness to learn is commendable.

Karen is an extremely reliable and exceptional member to our team and it is with great joy that I recommend her to any position that may come her way. I know that she will be able to take on and excel wherever she is at and will be a great asset to any company."

Marisa Ellis

General Manager

Sonic Drive In

"Karen has a positive attitude and always has a smile on her face. She works hard at whatever job she is assigned and produces stellar results. It was a pleasure to work closely with Karen for many years and I remember most her smiles and cheerful countenance."

Alan Otteson

AAA Arizona

"Karen and I worked together for several years at AG Communication Systems. We worked well together side by side. Karen was always responsible, knowledgeable and professional while we were working."

Nadine Cain

Operations Manager, GE Healthcare, New Jersey