

Kolleen M. Heeres

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OBJECTIVE

To associate myself with a professionally driven, well-respected organization by pursuing a responsible, and rewarding career with applying my academic knowledge, and skills.

EDUCATION

Bachelor of Science, University of Phoenix (2010- 2014)

Major: Criminal Justice Administration

Certification of Crime Scene Investigation, Penn-Foster (2013)

Certification of Medical Assistant, Lake County College, Woodstock, IL (1986)

VOLUNTEER EXPERIENCE

Clinical Medical Assistant, Winchester House, Libertyville, IL (1986-1990)

- Assess patients and provide health care.
- Attend meetings to discuss procedures and work ethics.
- Help residents with mental and physical disabilities.

EMPLOYMENT

Trainer and Driver, CNC Logistics, Elgin, IL November 2018 – Present)

- Deliver/Scan Amazon packages
- Customer Service
- Train new employees
- Warehouse shipping/receiving

Private Investigator, Veracity Research Company, Chicago, IL (July 2015-November 2018)

- Obtaining surveillance of individuals for dense evidence.
- Provide detailed report writing for client with full information.
- Convert video of subjects with remaining discrete.
- Attend trainings for positive performance increase.

Business Owner, Woodstock, IL (May 2002- Present)

- Monitoring inventory for full stock.
- Managing purchases for customer satisfaction.
- Increasing sales through quality service.
- Improving marketing techniques to appeal to a variety of groups.