

# Heather O'Connor

Waterford, PA 16441

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814-602-6285

Authorized to work in the US for any employer

## Work Experience

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### **Human Resources Assistant**

Erie County Courthouse - Erie, PA

January 2018 to Present

#### Employee Onboarding

- Updating and printing new hire packets
- Preparing monthly New Hire Orientation folders
- Updating orientation materials

#### Job Postings/Applicants

- Posting jobs on county website and other college job boards
- Notifying community agencies via email to expand applicant pool
- Tracking and organizing incoming applications
- Answering applicant questions via the lobby window
- Notifying applicants who were not hired via email

#### Employee Website

- Assisting with posting accurate and up-to-date information to the Human Resources and Wellness sections of the internal employee website

#### Wellness Committee

- Attending and assisting with wellness committee events county-wide
- Coordination of the Employee Health and Wellness Fair

Various administrative duties including but not limited to: greeting guests and applicants at the lobby window, mail processing, paper filing, copying, scanning, and folder creation.

### **Distribution Documentation Specialists**

ECCA - Erie, PA

March 2016 to November 2017

Print payroll checks, direct deposit vouchers, company reports. Match all information to make sure of no errors. Faxing, scanning, filing. Microsoft office, excel, outlook. Receive calls from clients and troubleshooting any problems there may be. Package payroll and ship to company by designated source. (UPS, FEDEX, USPS, Courier, inside delivery, or customer pick-up) Order all stock and supplies for the office. Use sealing machine, computers, and printers.

### **Senior Spec Operations, Mailroom**

Ricoh - Erie, PA

November 2015 to March 2016

Responsibilities

Pick up mail from USPS and distribute to appropriate individuals/locations. Accept deliveries from FedEx and UPS, prepare mailings, deliver to USPS for bulk mail deliveries. Scan in and check out packages. Run a mail route and deliver to different floors of the university. Weighing packages, putting correct postage on the packages. Running cash register, checking emails, keeping all data sources updated.

#### Accomplishments

Successful completed all training programs, learned how to use all equipment quickly and with ease.

#### Skills Used

Scanners, Neopost machine, using Microsoft programs such as excel, outlook, word. Customer Service, dealing with both students, employees and outside sources.

### **Teller I/Teller Coordinator back-up**

Widget Financial - North East, PA

March 2015 to November 2015

#### Responsibilities

Process customer transactions, balance drawer daily, order supplies for the office, handle large amounts of money both, coming in and going out, documentation, entering data, updating customer information on a regular basis, printing checks, customer service.

Balancing ATM, completing all daily work totals for branch, check totals, filing and mailing appropriate information and papers to the right department. Filling machines with money, fixing cash machines when in error mode, completing end of night task. Using good judgement to protect the privacy of hundreds of members on a daily basis.

#### Skills Used

Computer use, accuracy in balancing teller drawer, Microsoft and Microsoft Outlook, Symitar system. Scanning documents, using copy machine, faxing, preparing documents and mail, receiving and recording the appropriate documents and information.

### **Teller/Customer Service**

Northwest Savings Bank - Wattsburg, PA

November 2013 to March 2015

#### Responsibilities

Process customer transactions, balance drawer daily, order supplies for the office, handle large amounts of money both, coming in and going out, documentation, entering data, updating customer information on a regular basis, printing checks, customer service. Use of office equipment such as faxing machine, copier, scanner. Using good judgement to protect the privacy of hundreds of members on a daily basis.

#### Skills Used

Computer use, accuracy in balancing teller drawer, Microsoft and Microsoft Outlook, Managing multiphone line, ordering products from multiple sites, keeping documentation of all orders processed and recieved.

### **Salon Owner/Operator**

Heather's Hair Loft - Waterford, PA

November 2008 to December 2014

Entirely runs salon. Handles scheduling appointments, receiving payments, book balancing, ordering products and handling bill pay. Providing all services for customers. Face to face interaction with a wide variety of customers.

### **Mail Courier**

Self Employed - Erie, PA

May 2004 to June 2013

Picked up and delivered express mail packages. Had a deadline to deliver by. Delivered to both commercial and residential. Worked as many as 7 days a week.

## Education

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### **Licensed in Cosmetology**

Toni & Guy Academy of Cosmetology - Erie, PA

1998 to 1999

### **Diploma in Business**

Seneca High School - Erie, PA

August 1993 to June 1997