



Railroad Industries Incorporated

Full Service Transportation Consulting

Heather A. Howell

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Experience

<i>Railroad Industries Incorporated, Reno, NV</i>	June 2004-Present
Project Development Assistant	2010-Present
Senior Administrative Assistant – Projects	2009-2010
Administrative Assistant	2004-2009

Ms. Howell worked part time while going to school for the consulting firm for 5 years before coming to work full time in 2009. As an Administrative Assistant, she performed office assistance and reception duties including customer service, scheduling meetings, answering phones, fax and mail distribution, document control and extensive filing in multiple systems and collections. Since this time, she has assisted in developing the marketing segments for Mailings and Brochures, becoming Segment Leader for these two areas. As a Senior Administrative Assistant – Projects and now as the Project Development Assistant, her focus had been on developing project management skills and client coordination as an assistant project coordinator. She created the Expert Witness program for Business Development and has is the key producer in the RFP Subcontracting Programs. She has also developed and produces RI's professional industry Newsletter and the new personnel training programs for administration and marketing segments. She has been an integral part of team building for project teams, associate screening and project development screening. Projects of note include three major market studies for cement and aggregates for an international mining company, project coordination for 3 major public feasibility studies and project management for the transition of rail operations for a complex short line rail acquisition involving a field staff of 13 associates.

<i>Port Of Subs, Restaurant Manager</i> Reno, NV	July 2008-July 2009
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Ms. Howell managed a crew of up to 4 people while performing opening and closing procedures for the store. She also handled all basic store accounting and reports, setting up payroll and vendors with QuickBooks, paying store bills, accounts receivable, and creating and adjusting spreadsheets to better suit the stores needs. She placed orders for store supplies, took inventory and ensured accurate material levels for the store. She handled most Human Resources including: Handling Schedule Changes, Entry Level Interviews and hiring, training, and payroll. She adjusted register prices and buttons, handled customer complaints, Answered phones, Took catering orders, Customer Service, Cashier, and used various kitchen equipment.

Key Personnel – Heather A. Howell

ColdStone Creamery, Assistant Store Manager
Reno, NV

June 2008 Sep. 2008

Ms. Howell performed basic store accounting by counting down tills at mid and end of day and recording daily sales. She was also responsible for store closing procedures and cleanliness. She completed the franchise cake preparation class and was in charge of cake orders and sales at her store. She prepared fruit and cake stock, waffle cones and bowls and smoothie and shake mixes. She provided exemplary customer service and cashier skills and contributed to her store being the #1 store in customer service for 2008.

Pizza Plus Inc. Make-Line Supervisor
Reno, NV

Oct. 2006-April 2008

Ms. Howell supervised a crew of up to 11 people, ensuring smooth operations and excellent customer service. She performed opening and closing procedures for the store which included cash handling and register reconciliation, basic store accounting and reporting and handling customer complaints. She also contributed to marketing ideas and distribution that set the mold for all Pizza Plus stores and marketing practices. She trained new employees in cashier skills, customer service, order taking, answering phones, cleaning tables, preparing, making, and cutting pizzas, making dough, salad preparations, using various kitchen equipment and delivery driving.

Education and Training

Truckee Meadows Community Collage
Associate of Arts-Business Management

GPA 3.8
Present

Caltrain Basic Roadway Worker Protection (RWP) Training 2011

FRA Guide to Developing a Hazardous Materials Training Program 2011

FRA Tank Car Safety Issues Seminar 2011

Union Pacific/FRA Introduction to Tank Cars Haz-Mat Training 2011

Progressive Railroading: Railroad Workplace Safety: A Review of FRA 214 2011

Key Personnel – Heather A. Howell

Awards

Belford High School Student's Council
Belford High School Certificate of Distinction in Calculus
Belford High School Student Body Council
Award of Excellence for Team Project- Junior Research Project
Co-worker Awarded Blue Star Award for Customer Service
Pizza Plus Employee of the Month 3 months
Pizza Plus Customer Service Rep. of the Month 4 months
Co-worker awarded "Making the Workplace a Happier Place to Work" Award (Pizza Plus)
Intro to Marketing, Mailings and Writing Circle Segment Tests Completion

Other Activities

Operation Lifesaver, *Certified Presenter* 2004-Present
Reno, NV

Presentations about railroad safety using visuals and promotional materials, organizing events and booth set up, ordering materials, and filling out presentation paperwork. These presentations can be for schools, bus drivers, professional truck drivers, rail fans, carriers, railroad workers, industry events, etc.

McQueen High School Reno, NV, Teacher's Aide 2004-2005
Reno, NV

Grading papers and tests, office assistance, created tests and assignments, interface between teachers and administrative office, copy, fax, scan, mail, and entering grades into paper/computer databases.