

Jeanie M. Hess

Fort Wayne, IN 46806 | 419.789.8934

Jeanie226@gmail.com | [linkedin.com/in/Jeanie-hess-305722181](https://www.linkedin.com/in/Jeanie-hess-305722181)

SUMMARY

Being a highly enthusiastic and motivated person, seeking an employer that can effectively utilize my skillset. Having problem solving and leadership skills that will be a productive fit within any team. Analytical attention to detail, constantly increasing engineering skills. Exceedingly skilled in interpersonal-communication and have a strong passion for cutting edge innovation. With eager willingness to always learn more.

EDUCATION

Expected Graduation: May 2019

ASSOCIATES OF SCIENCE – ENGINEERING TECHNOLOGY, Ivy Tech Community College

GPA: 3.6 – Participation in Supplementary Instruction

Graduated May 2010

CORE 40 ACADEMIC HONORS DIPOLMA, Crawfordsville High School

Participation in FTC – First Program

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE – SERVICE COODINATOR, Meijer – Fort Wayne, IN: June 2015 – Present

- o Trouble shooting and communicating issues with POS and NCR computer systems
- o Engaging in conflict resolution and addressing customer concerns to ensure quality customer care
- o Following, enforcing and communicating store policies to customers and team members for full understanding

AUTOMOTIVE TOOL CRIB ATTENDANT, Ivy Tech Community College – Fort Wayne, IN: Sept 2016 – Mar 2017

- o Managed tools and parts inventory and having the ability to provide proper tools upon request
- o Sequenced shop work flow and facilitates customer service including directing to respective places
- o Maintaining equipment to highest quality for proper future use

PRODUCTION LINE MEMBER, Carlex Glass – Auburn, IN: April 2013 – Jan 2015

- o Trained new employees in hazmat skills and safety around glass and production chemicals
 - o Ensured the production of quality parts while working proficiently at a high rate of production
 - o Trouble shooting machine operation during processes to ensure efficiency
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RELATED COURSEWORK

o 2-D AutoCAD

- Multiview and isometric projections with traditional dimensioning and annotation
- Mechanical, civil, architectural drawings

o 3-D SolidWorks

- Sketching, constraints and formulas while creating parts, assemblies and assembly constraints

o Automation Studios

- Creation and understanding of hydraulic circuits to test operation of hydraulic components

o MultiSim

- Creation and analysis of electrical components and circuitry

o Visual Studios

- Write, compile and debug C++ programs

o Snap-On Diagnostic Program

- Analyze and determine automotive issues within a vehicle