

HEIDI LEA, PMP *(in progress)*

406.600.4300 ~ www.ShenanigansDesign.com ~ Heidi@ShenanigansDesign.com

STRENGTHS & ABILITIES

- Proactive customer engagements in project management, communication, education and knowledge support.
- Working globally with an international teams supporting both internal and external customers within both public and private sector organizations.
- Collaboration with technical support teams to promote efficiency and best practice support in areas of knowledge management, automation, and customer enablement.
- Innovative problem solving, detailed organizing and tracking of projects and tasks, and implementing solutions in a collaborative environment.
- Experience with a wide diversity of technical software, systems, platforms support and configuration.

RELEVANT EXPERIENCE & EMPLOYMENT HISTORY

Shenanigans Design / Self-employed ~ December 2015 to Present, Hāna, HI

- January 2023 to Present ~ Grant liaison for the East Maui HFUU Hāna Community Food Hub Project
- BioField Tuning® Practitioner & Yoga Trapeze® Coach - Promoting wellness, providing personal sessions
- Web design and support; Social Media engagements - blogging, events, press releases; and graphic design
- *Winter 2021 ~ Ramana's Grace Website Development and Training, and Board Member to Nonprofit*
- *2012 to Present ~ Editor Associate for Body and Mind Therapy Studio Media and Program Offerings*
- *Oct / Nov 2020 ~ Contract as Interim Communications Director for Hawai'i Farmers Union United*
- *March 2020 to Present ~ Hana Coast Gallery Web Development and Graphics Consultant*
- *June 2020 to Present ~ Contract with Hanapapalani as Vacation Rental Management Associate*

Executive Director - Hāna Business Council - November 2021 to Present, Hāna, HI

- Converted the HBC to a Nonprofit 501(c)(3) organization. Administrative liaison for Maui Office of Economic Development grants. Strategic planning and director for developing East Maui web portal with HanaMaui.com.

TPPNV Executive Administrative Management Assistant - January 2019 to January 2020, Hāna, HI

- Assistant to the Founder of The Perfect Puree of Napa Valley. Liaison between legal, financial and property management teams; providing technical service, account management and communication support.
- Tool areas: Mac OS, Password1, Sage Intacct, G-Suite and Microsoft 365

Oracle Service Cloud Senior Technical Support Engineer - February 2018 to January 2019, Bozeman, MT

- Proactive engagement to enhance the customer experience through better communication, education and knowledge support – Email campaigns, social media links, answers
- Process Service Requests that require escalation work between development in various tool teams
- Tool areas: Oracle Cloud Portal / Configuration Manager, Oracle Service Cloud, HMS

Oracle Proactive Support Delivery Program Manager - August 2014 to February 2018, Bozeman, MT

- Work with technical support teams for Cloud to promote efficiency and best practice support in areas of knowledge management, automation, customer enablement through social media and accreditation
- Tool areas: MyOracle Support / Cloud Support Portals; internal tools for KM; Premium Content Builder, Apex for reporting and tracking of automation, My Oracle Support Communities/Support Blogs

Oracle RightNow ~ January 2013 to August 2014, Bozeman, MT

- Technical Support Engineer on a global first responder team for Oracle RightNow CX CRM Software
- Specializing in analyzing and troubleshooting scheduled utility tool issues in collaboration with cloud operations support engineers

Zoot Enterprises, Inc. ~ March 2008 to December 2013, Bozeman, MT

- Business Development Coordinator and Solution Developer working with proprietary business decisioning and database GUI software, web content writing
- Linux, Oracle SQL Developer, management of documentation processes for software developers, development and testing of automated regression configurations from requirements inputs

Bellevue School District ~ December 2006 to December 2007, Bellevue, WA

- Technology Assistant at Interlake High School implementing software and hardware upgrades, troubleshooting and inventory

- Theater Site Supervisor and Technician for district theaters working with network configuration, light, sound and stage setup for multiple state-of-the-art theaters

Microsoft Global Outsourcing ~ May to October 2006, Issaquah, WA

- Managed set up of email impersonation accounts for the Tools, Telecom & Infrastructure team
- Administrated security settings of Extranet Sponsorships for global outsource vendors and maintained monthly reporting of latency and data transfer for SLA targets

Premera Blue Cross Technical Administrator ~ January 2006 to May 2006, Mountlake Terrace, WA

- Identified team and individual job activities and procedural flows using ITIL, developed job breakdown structure for the IT Asset Management team
- Researched vendor contracts and work orders within BMC Remedy database system, tracked server and PC data for engineering and PC systems

Missoula Head Start ~ May 2004 to September 2005, Missoula, MT

- As Health and Special Services Assistant Processed data using ChildPlus database & health tracking system, generated monthly reports. Assisted families in accessing and completing Head Start health mandates
- Information Systems Development specialist creating system reports for a Quality Improvement Plan and developed procedural manuals for the health component and for the filing system

Washington State University, Fine Arts Electronic Imaging Lab ~ Fall 2000 to Fall 2001, Pullman, WA

- Computer Lab Technician updating software and computer hardware. Fixed network and computer problems.

Northwest Marketing, Inc. ~ 1998 to 1999, Bellevue, WA

- Graphic Designer designing layouts for one, two and four-color process printing
- Fast paced, deadline-oriented work environment and mail distribution

Maui East/West Clinic ~ 1996 to 1998, Kahului, Maui, HI

- Office Manager responsible for staff hiring, scheduling, advertising, inventory for pharmacy, event planning
- Produced financial reports, payroll and periodic taxes, set performance goals and greater efficiency standards; used MS Office and Quickbooks

Freelance Graphic Designer ~ 1993 to 1998, Haiku, Maui, HI

- Promoted community events with ad designs, posters and press releases
- Manager of Originals in the Pauwela Cannery and in-shop graphic designer, producing high resolution digital reproductions
- Graphic Designer / Layout and Marketing for the monthly Maui'ana magazine

EDUCATION

January – February 2024, Wastewater Alternatives and Innovations (WAI), Work-4-Water Program

Completed an 8-week introduction to the Hawai'i Wastewater Field workforce development training course with a focus on Decentralized and Individual Wastewater Systems funded by the Department of Labor.

June 2000 – May 2005, Washington State University, Pullman, WA

Bachelor of Arts in Business Administration, MIS major; Fine Arts, Electronic Imaging minor

Magna Cum Laude, GPA: 3.84

2002, University of Wollongong, Wollongong, NSW, AU ~ Study Abroad

1989 – 1990, University of Oregon, Eugene, OR

MEMBERSHIPS, PUBLIC ENGAGEMENTS & CERTIFICATIONS

Project Management Professional (PMP) Certification (*in progress*)

BioField Tuning® Practitioner

Yoga Trapeze® Coach

East Maui Ready (EMR) Emergency Preparedness Team Community Facilitator

UHMC - 2021 Certificate of Professional Development COVID Biosafety Training for Managers

Maui Medical Reserve Volunteer & Maui Department of Health Trained Contact Tracer - June 2020 to Present

Hāna Business Council - Director, various officer positions - Sept 2018 to July 2022

Hawai'i Farmers Union United - East Maui Chapter Member and Community Grant Liaison

KGLT-FM Bozeman MT - Community Public Radio DJ

Beta Gamma Sigma business honors society member

Leave No Trace Center for Outdoor Ethics Trainer

