Heather Healy

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To always be learning, in everything I do

De Pere, Wisconsin, United StatesTransportation/Trucking/Railroad

Previous positions

Home Health Aide at Clarity Care, Inc.

Payment Processor at Schneider National

Education

Northeast Wisconsin Technical College, Nursing,

Background

Experience

Certified Nursing Assistant

Aurora Health Care

November 2016 – Present(3 years 4 months)Green Bay, Wisconsin Area

Volunteer Fire Fighter

Ledgeview Fire Dept

January 2011 – Present(9 years 2 months)Green Bay, Wisconsin Area

 Fire truck and gear maintenance

 Fire truck post-call restock

 Full-gear simulated training (twice per month)

 Fire Safety and Protocol meetings (once per month)

 Assist other medical service providers on fire calls

Home Health Aide

Clarity Care, Inc.

August 2015 – December 2016(1 year 4 months)Green Bay, Wisconsin Area

 Wheelchair operation, Handicap Transportation, and Personal Care Worker (PCW)

 Provided daily patient care for those with mental illness and challenging behaviors

 Cleaned clients homes and kept them orderly and safe

 Provided client hygiene care, cook, remove snow, do laundry

 Drove clients to day services and engage in exercise and activities

 Managed and accurately recorded hours of in-patient care service and activity.

 Managed and reported challenging client behavior to appropriate authorities

Payment Processor

Schneider National

February 2015 – April 2016(1 year 2 months)Green Bay, Wisconsin Area

Work with carriers to complete balance dues

Pay full invoices

Independent Contractor Representative

Schneider National

January 2013 – February 2015(2 years 1 month)Green Bay, Wisconsin Area

 Answered an average of 45 incoming calls daily for Independent Contractors

 Manage the flow of loads to achieve on time service

 Complete randoms to meet Federal Motor Carrier Safety Regulations

 Attend quarterly team meetings

 Supervise 87 Independent contractors and over see 175

 Recognized individual Contractor strengths to coach and develop a high performing team

Driver Business Leader Support

Schneider National

January 2011 – January 2013(2 years)Green Bay, Wisconsin Area

 Problem solved issues quickly and accurately to resolve concerns or complaints

 Demonstrated effective project management to meet business goals and timelines

 Communicated professionally verbally and nonverbally

 Identified ways to streamline daily responsibilities and be more effective

 Recognized individual associate strengths to coach and develop a high performing team

 Demonstrated initiative working independently and as a team to achieve results

Education

Northeast Wisconsin Technical College

Nursing

2015 – 2020

Northeast Wisconsin Technical College

Activities and Societies

English Composition

Oral Communication

Anatomy/Structure

Career Planning

Developmental Physiology

Northeast Wisconsin Technical College

Fire Fighting

2011 – 2013

Northeast Wisconsin Technical College

Northeast Wisconsin Technical College

EMT

2010 – 2011

Northeast Wisconsin Technical College

Northeast Wisconsin Technical College

General Studies, LPN

2008 – 2009

Northeast Wisconsin Technical College

Skills & Expertise

CPR Certified