

Elizabeth Heydeck

Objective

I am looking for a position where I can utilize my skills and capabilities to their fullest. My ideal job would be to work for a company with strong values where I can learn and grow as a person and within the company. I am a hard and diligent worker.

Experience

8/12 - 11/19

Mi9 Retail

Pleasanton, CA

Quality Assurance Engineer

- Aided in product releases
- Tested and confirmed bug fixes
- Confirmed feature implementation
- Used Linux to debug customer fixes and send out builds
- Utilized Microsoft infrastructure to confirm and send out builds
- Setup hardware and installed software for new customers
- Validated build installations

12/03 - 8/12

UNCLE Credit Union

Pleasanton, CA

MSR 2

- Assist members with their banking needs
- Input loans
- Open new accounts, IRA's, CD's, Money Market accounts, etc.
- Responsible for keeping my daily drawer balanced
- Participate in cross-selling products and services
- Assist with counting the vault and dispensers
- Sell travelers checks, gift checks, cashiers checks and money orders

Lead MSR

- Supervise staff of 4
- Balance the vault daily

- Order and ship out cash to FRB
- Open new accounts and IRA's, input loans
- Audit new accounts and loans
- View and approve timecards for staff
- Manage complaints and resolve problems with both staff and members
- Help out on the front line when needed
- Count, balance, and add money to the cash dispensers
- Cross sell products and services
- Send out wire transfers and western unions
- Sell travelers checks, gift checks, cashiers checks and money orders

FSR

- Speak to potential members about new accounts and loan information
- Input and disburse loans for members
- Work the front line to assist members with transactions and questions
- Cross-sell products and services
- Assist in balancing the vault
- Sell travelers checks, gift checks, cashiers checks and money orders
- Responsible for keeping my daily drawer balanced

Education

6/00	Granada High School	Livermore, CA
	<ul style="list-style-type: none">• High School Diploma	
9/00	Las Positas College	Livermore, CA
	<ul style="list-style-type: none">• Some College	

References

References are available upon request.