

Heather Krakat

Ellicott City MD

410-203-2321

Email: heather@simplesolutionsmaryland.com

Dynamic professional with strong customer service skills, good verbal and written communication abilities, and stable work history. Self-motivated, with solid organizational capabilities and the drive to succeed in an administrative role. Outstanding office etiquette combined with basic knowledge of computers and business machine operation. Prompt, reliable, and capable of meeting deadlines successfully. Additional core competencies include:

Problem Solver | Virtual Assistant | Communication | Microsoft Office

Professional Experience

**Garvey Limited Partnership/Executive Office Suites of Ellicott City
Center Coordinator**

2015-2020

- Scheduled and managed 2 conference rooms and 2 training centers. Conference rooms and Training Centers were available to current tenants and the community at large
- Worked as a receptionist in a 71-unit office complex, greeting guests of tenants, notifying tenants of their visitors, receiving deliveries on behalf of the tenants
- Supported Property Manager with clerical and bookkeeping needs as well as general operations of the office complex
- Maintained company website
- Maintained company presence on real estate advertising site
- Managed 45 physical mailboxes. Sorted mail and notified tenants when mail was received
- Created and maintained service agreements for meeting space and mailbox clients
- Created company brochures for prospective tenants and clients
- Supported tenants with clerical needs such as document creation, proof-reading and document preparation for court
- Working knowledge of the Eplex Lock system.
 - Used software to allow tenants entrance to buildings within the complex
- Working knowledge of Avaya's IP Office Manager
 - Used software to allow tenants to use our phone system for their business
 - Worked with IT department to troubleshoot phone issues
- Troubleshoot internet issues within the office complex

**Arbitron Inc/Nielsen Audio
Research Interviewer**

2010–2014

2006-2009

- Conducted inbound telephone surveys up to 120 calls per day using the Avaya phone system
- Developed excellent problem resolution skills and the ability to deal with difficult situations and individuals
- Maintained 100% quality control accuracy via personal monitored call review
- Utilized computer-assisted telephone interviewing software CATI
- Collected responses and accurately recorded data up to 120 entries a day into the Arbitron system
- Honed excellent customer service skills - consistently ranked top 3 in calls received and completed within a department of 15
- Coordinated customer outbound calls with internal departments
- Utilized proven ability to secure “agree” responses from customers for the Radio and TV ratings

- Organized and submitted paperwork to ensure customers received incentive payments for particular surveys, including searching and processing corrected payments when customers did not receive payments through accounts payable
- Trained newly hired Research Associates both in-house and through live meetings
- Responsible for serving on a Kaizen team to improve an in-house process with call flow

St. Paul Lutheran School
Volunteer School Librarian

2003-2010

- Identified organizational needs within the school library
- Coordinated the review of more than 8,000 books for appropriate elementary school content
- Instituted a curriculum to advise students about the processes utilized within the library atmosphere and train them in proper library procedure
- Assisted and trained parent volunteers to use the lesson plans within the curriculum for each grade level.
- Successfully implemented this project

St. Paul Lutheran School
Director of Marketing, Development, and Admissions

2009-2010

- Responsible for retaining enrollments by providing appropriate information to parents
- Maintained a 95%+ enrollment retention during the school year
- Organized campaigns to increase enrollment
- Advertised and organized school open houses
- Coordinated fundraisers for the school and scholarship fund that raised over \$2,000
- Communicated with prospective parents on the benefits of the school
- Assisted the school principal with a variety of in-house projects throughout the school year (i.e. Pastor's Day, Grandparent's Day, Parent's Day)

Degrees, Certificates, and Skills:

- B.A., Business, and Marketing: Concordia College, Ann Arbor, MI 1991
- 90 Hour Certification in Early Child Care: Community College of Baltimore County & Howard County Community College 2009
- Typing Speed: 70 wpm
- Proficient in MS Office: Word, Excel, Publisher, PowerPoint, Google Products, Smart Draw, Adobe products
- Former St. Paul Lutheran School Day School Board Member
- Former Girl Scout Leader