

HEIDI ECKERT
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OBJECTIVE

Versatile, results-oriented manager seeking to leverage technical background in a project management position. Experienced team player eager to contribute to a company's success.

EXPERIENCE

Capstone Planning & Control Inc., Broomfield, Colorado 9/02–present
Corporate Services Manager

Plan, develop, and administer human resources policies and procedures related to all phases of benefits administration, selection of benefits, recruiting, confidential employee files, new hires, human resource compliance, and COBRA administration. Resolve and mediate employee issues. Manage payroll, and perform system administration, including Web hosting, email accounts, software inventory, Internet access, computer maintenance and equipment leases for 40 employees. Responsible for monthly 401(k) administration and regulatory compliance. Project manager in charge of Web site redesign including new site architecture, leading the design, and coordinating HTML buildout.

XOR, Inc., Boulder, Colorado 9/99–10/01
Creative Producer 12/00–10/01

Worked with clients through the discovery, artistic design, and production phases on Web sites, front-end applications, and brochureware sites. One key accomplishment was delivering two front-end portals to a major health care client, enabling them to provide custom, Web-based interfaces for plan benefits management and administration – resulting in contract renewal for the Creative Department's largest project ever. Coordinated Web site production throughout the development cycle, acting as a liaison between the client, program manager, creative, and information technology teams. Lead initial client discovery and conception meetings, then worked with programmers and information architects to develop creative briefs, technical specifications, and use cases for proposed sites. Coordinated user interface design and production of comps for client review, serving as an advocate for quality and consistency. During the development phase, facilitated, scheduled, and maintained status on the creative, programming, and hosting resources to ensure on-time launch. Leveraged knowledge of HTML, JavaScript, and back-end software to assist in troubleshooting efforts, to help overcome technical challenges, and to implement last-minute client changes. Received an award for extraordinary client focus September 2001.

Production Coordinator 9/99–12/00

Coordinated HTML production for sites including Vitamins.com, HCRx.com, kentuckyderby.com, and churchilldowns.com. Responsible for reviewing specifications, developing feature-by-feature schedules, conducting code reviews, setting and enforcing coding standards, implementing source code control procedures, analyzing site load times, and identifying areas for performance improvement. Coordinated with software developers to integrate front-end HTML with back-end interfaces, including final testing and debugging of sites with multiple Web browsers on a range of operating system platforms. Cut up comps and coded HTML to create Web sites, templates, and pages.

Duke Communications, Loveland, Colorado 5/96–9/99
Graphic Artist – 29th Street Press 8/98–9/99

Developed and implemented a Web-based job-tracking system that enabled co-workers to add, edit, sort, find, and update jobs handled by the promotions department. Created a tracking database, tying it into a visually-appealing, easy-to-use interface with extensive use of forms. Responsible for creating Web banner advertising, as well as creating and maintaining individual pages for the company's Web site and intranet.

Created promotional materials for technical book advertising, including an effective strategy for marketing books into niche markets. Designed and produced brochures, catalogs, outside trade

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publication ads, and T-shirts, working with copywriters, art directors, and marketing departments to develop a cohesive promotional style for a new organization's print and Web advertising.

Promotions Graphic Artist

5/96–8/98

Specialized in creating direct mail pieces and magazine advertisements to market books, magazines, and seminars. Achieved an exceptional 8% response rate with a new-subscription direct mail piece. Designed and animated Web banners for *Windows NT Magazine*, some of which attained very high click-through rates.

MicroMash, Inc., Englewood, Colorado

12/95–5/96

Desktop Publisher/Graphic Designer

Generated page layout and graphics for reference volumes to accompany educational software. Set up a job tracking system capable of prioritizing tasks, communicating jobs in detail, and logging all publishing jobs in the company.

The S.M. Stoller Corporation, Boulder, Colorado

4/94–9/95

Graphics Specialist

Provided graphics and desktop publishing for the Environmental Restoration Project at Rocky Flats. Worked with a team to organize and prepare information and coordinate tasks for this project. Assisted in authoring, designing, and producing graphics for computer-based training modules.

SKILLS

HTML development and JavaScript troubleshooting using HomeSite and BBEdit. Web page design using Photoshop, Fireworks, and Illustrator. Experienced with UNIX, Macintosh, Windows, and CVS.

EDUCATION

University of St. Thomas, St. Paul, Minnesota, B.A. Economics and Marketing, graduated *Cum Laude*.