

Julie Hebert

Lafayette, Louisiana

(337) 319-7691

julie.hebert@cox.net ☒ julie@procoservices.net

The following represents my talents and experience but cannot convey all of the ways I can contribute to your team. I am passionate about customer service and am extremely detail oriented. These traits show up in all I do and are a huge part of the value I bring to any team.

Experience and Qualifications Summary

- **Project Management**
 - Customer Service
 - Resource Management
 - Training Coordination and Management
 - Process Review and Quality Assurance
- **Writing and Editing**
 - Document Layout/Templates
 - Reports/Graphs
 - All Business and Training Documents
- **Management**
 - Team Leader
 - Financial Reporting
 - Performance Evaluations
- **Sales and Marketing**
 - Copywriting
 - Email Campaigns
 - Proposals
 - Project Pricing
 - Account Management
- **Technology**
 - MS Suite
 - Pivot Tables
 - Database Management
 - Basic graphical design
 - Snap Surveys
 - Basic HTML Coding

Employment

Intertek Consulting & Training (Lafayette, Louisiana)

Sept 2001 – June 2020

Operations Manager – North America Region

Held position starting in 2013, with a complete operations overhaul in late 2014. When the last GM left in September 2018, I assumed all responsibility for weekly financial forecasting, profit/loss worksheets, budgets and overall operations viability. Responsibilities included: processes review, financial forecasting/reporting, teambuilding and marketing. I supervised a team of up to 7 team members (administrative, travel, training coordinators, and procurement). I also managed the flow of information through operations, created/edited reports, forms, managed client proposals/pricing, job profit calculations, coordinated mass mailings and marketing materials, client communications and business reporting. Division closed mid-April. I alone was kept to finalize the closure and to dispose of all assets.

Project Manager – General

Lead and assisted on projects, the most notable including: assessment tool development for safety culture assessments, LMS provider search/selection, client project management, report and materials editing, workshop accreditation, job management system implementation, training and support.

Project Manager – Scheduling

Assigned facilitators and interacted with clients to schedule courses. Work closely with Production, Logistics and Facilitation team to ensure quality internal support. As with the previous position, this was calendar driven with a high level of multi-tasking and troubleshooting in an environment of shifting priorities.

Production and Logistics Manager

Started as temporary position, advancing to Production and Logistics Manager. Transitioned into project management position overseeing training programs from proposal to delivery. Supervised 4 team members, assisted with facilitator scheduling, maintained quality service and production, while liaising with management, facilitators and administration.

Previous Positions

- Technical and Business Writer
- Human Resources / Information Systems Assistant
- Executive / Human Resources Assistant
- Word Processing Department Supervisor

Education

Training: Project Management, Management, Business finances, Communication

Bachelor of Arts: English with Technical Writing emphasis, Computer Engineering minor; University of Louisiana at Lafayette (formerly University of Southwestern Louisiana) (Lafayette, Louisiana)