

# HEATHER MCTURNAN

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*360-603-2087*

## EDUCATION

**Western Washington University**

**Bellingham WA**

BA in Business Administration – MIS Concentration

Jun 2015

## EXPERIENCE

**QuickPivot**

**Boston, MA**

Technical Consultant

Aug 2015 – Nov 2016

QuickPivot offers a comprehensive suite of marketing technology software, services, and ongoing support. As a technical consultant, I gave technical insight into client data environments and developed and implemented solutions.

- Developed enhancement to reduce a client's data intake time by 33%
- Advised and subsequently installed solution to automate early morning client processes, eliminating related overhead

**ResTek**

**Bellingham, WA**

Web Content Editor

Feb 2013 – Jun 2015

ResTek provides internet, telecom, and technical services to just over 4,000 on-campus students in addition to the 8 departments of University Residences. I managed our three external facing websites as well as two intranets.

- Spearheaded website overhaul leading to a 24% decrease in bounce rate
- Forecasted surge in mobile traffic and collaborated with colleagues to administer responsive web design techniques

## SKILLS

Microsoft Office (Word, Excel, Powerpoint, Access, Visio), HTML/CSS, SQL, Visual Studio, Microsoft SQL Server, SSIS, PHP, Visual Basic, Image Editing, Git, Netbeans, Vim, Linux, Bootstrap, Javascript, C#, Java