

HEATHER HARTMAN-LONG

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OBJECTIVE

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

SKILLS & ABILITIES

My skills include communicating proficiently with Engineering, Supply Management, Quality, Factories, and Information Technology (IT). I can effectively problem-solve by collaborating with my peers to come up with a solution that works for everyone. I use critical thinking to help the team with assessing multiple choices to get toward a solution that is equitable for everyone. My computer skills include Microsoft Office Suite as well as Microsoft Teams, One Note, and One Drive. I also have years of knowledge in SharePoint, SAP, and engineering software such as PDMLink and Creo-View. In addition, I was a fulfiller in Service Now, a computer ticketing software. I also have knowledge of Skype and Zoom. Furthermore, I use the legal software, Perfect Practice. Lastly, I have used Adobe software to create materials like Operator's manuals.

EXPERIENCE

Integration Coordinator, Sayer Law Group

October 2, 2021 – Present

Waterloo, IA

As an Integration Coordinator for Sayer Law Group, I ensure information from the Clients to the law firm flow in a timely manner for the foreclosure and the debt collection side of the firm. In addition, I formally:

- Provide work direction and train team members and other users as needed to assure work is completed using proper processes.
- Active participant in the hiring process, including interviewing and firm promotion.
- Participate in community outreach by leading classes for the House of Hope
- Coordinate the activities of Legal Assistants to include training, diagnosing issues and resolving problems
- Research, analyze and document business requirements for training and development of employees
- Work with accounting to assist in accounts receivable for the Debt collection side of the firm

Office Assistant, Aspro, Inc.

April 2021 – September 2021

Waterloo, IA

As an Office Assistant for Aspro, Inc., I provide office support to the office manager. In addition, I officially:

- Managed office supplies inventory and place orders as necessary
- Performed receptionist duties: greet visitors, and answer and direct phone calls
- Received and sorted incoming mail and deliveries, and managed outgoing mail
- Provided other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports
- Entered Accounts Payable invoices and paid Account Receivable accounts

SAP Core Team Analyst, Deere and Company

April 2017 – August 2020

Waterloo, IA

As an SAP Core Team Analyst for John Deere Power Systems, I ensured the PDP/PDM solutions in the new SAP landscape, PWR, work as expected for the PDX units. In addition, I formally:

- Served as the decision maker/approver on technical PDP/PDM conflict recommendations on behalf of the PDX units contacting units as needed.
- Tracked and communicated system changes to the Engine Engineering and factory Subject Matter Experts (SMEs) and support them on the development and delivery of end-user training
- I led approximately 30 SMEs in Cycle testing and Training for the PDM module
- Coordinated PDM data cleansing and validate business data is transferred correctly
- Work with the business SMEs and Global IT to define PDM access security using new SAP Security role structure
- Researched, analyzed and documented business requirements for developing or enhancing complex systems
- Maintained a strong and collaborative relationship with the business and IT and serve as a strong advocate of the new/enhanced processes or solutions through various methods of communication to the organization
- Understood and applied appropriate system delivery methodologies (e.g. Agile/Scrum) to produce deliverables including business flow process and other required documentation
- Addressed end user questions for processes that had been implemented, provide process/system break/fix support, and implemented process/system enhancements of moderate complexity

Engineering Analyst & PDM Administrator, Deere and Company

October 2011 – March 2017

Waterloo, IA

Provides a high level of technical expertise in a leadership role in Part Data Management (PDM) and Specifications and assures that PDM requirements are properly applied and maintained within the Unit. I maintained the documentation for the design release procedure and conducted technical training and development of unit personnel as required. I worked with unit Engineering, unit Factories, Supply Management and Quality in developing guidelines for the design, manufacture and inspection of parts and assemblies. In this position, my major duties were:

- Provided team leadership in coordinating and performing Parts Data Management (PDM) and specification work throughout the unit to include training, resolving issues, diagnosing problems and recommending corrective actions
- Evaluated and recommended methods to improve service support from suppliers related to improving service parts and parts catalog delivery, engineering communications, field support, managing engineering record reciprocity and accuracy of supplier specification documents
- Participated in the development and implementation of improved Part Data Management (PDM) and specification processes to include evaluating service parts proliferation, expedition of parts for new product introductions and discontinued products
- Provided coaching to other units in such matters as design control, procurement of service parts, engineering communication methods and systems dealing with suppliers
- Coordinated the activities of Specification Analyst/Writers to include training, diagnosing issues and resolving problems
- Served as the Configuration Analyst and was responsible for the Variant Configuration for all JDPS Series engines, S350, S450, and S650

Specifications Analyst, Deere and Company

April 2007 – October 2011

Waterloo, IA

As a Specifications Analyst for John Deere Power Systems, I published engineering change documents involving engineering and manufacturing data including all levels of complexity. I was responsible for the integrity of the Common Specification data, Part Geometry Change Control data at a unit including the interface with Worldwide Information System for Engineers (WISE) and other worldwide common databases. I was recognized as a specification's expert, provided leadership, consultation and training to others in the unit or division. I trained less experienced team members in best practices, guidelines and standards integral to the change notification process. In addition, my major duties were:

- Wrote and proofed production level specifications for design changes to complex parts and assemblies related to major programs and product improvements by analyzing engineering data and other related data for Product Delivery Process (PDP) / Product Data Management (PDM) tools.
- Used the engineering change process, created, coordinated and maintained complex Bills of Material, Material Masters, drawing revisions and part attribute data in corporate information systems.
- Provided work direction and trained team members and other users as needed to assure work is completed using proper processes.
- Used knowledge and experience to serve as liaison and consultant providing feedback that affects specification and decision activities; serves as specification representative for project teams.
- Completed various specification audits and monitored Engineering changes to ensure data integrity and uniformity.
- Coordinated and delegated inter-factory decision changes.

Specifications Analyst, Volt Information Sciences

March 2004 – April 2007

Waterloo, IA

As a contract employee, I was a Specifications Analyst for John Deere Power Systems. I published engineering change documents involving engineering and manufacturing data including all levels of complexity. I was responsible for the integrity of the Common Specification data, Part Geometry Change Control data at a unit including the interface with Worldwide Information System for Engineers (WISE) and other worldwide common databases. In addition, my major duties were:

- Performed data cleansing in various computer programs for accurate data.
- Wrote and proofed production level specifications for design changes to complex parts and assemblies related to major programs and product improvements by analyzing engineering data and other related data for Product Delivery Process (PDP) / Product Data Management (PDM) tools.
- Used the engineering change process, creates, coordinates and maintains complex Bills of Material, Material Masters, drawing revisions and part attribute data in corporate information systems.
- Used knowledge and experience to serve as liaison and consultant providing feedback that affects specification and decision activities; serves as specification representative for project teams.
- Completed various specification audits and monitored Engineering changes to ensure data integrity and uniformity.
- Coordinated and delegated inter-factory decision changes.

EDUCATION

The University of Iowa, Iowa City, IA

Fall 1992 - 1996

- Completed 112 credits towards a bachelor's degree in English

LEADERSHIP

- For the last few years, I have served on Foster Care Review Board of Black Hawk County and was a CASA advocate. My husband and I were also licensed Foster Parents and have had 17 children in our home over the last 14 years. I have participated in 120 hours of building for Habitat for Humanity.

REFERENCES

Patti Gillihan

Retired, Deere and Company

Home Phone: (309) 600-1000

Cell Phone: (309) 644-2366

James Mitchell

Senior Engineer - Data & Analytics, Deere and Company

Phone: (319) 292-5068

Aaron Opheim

PDP Process Pro, Deere and Company

Phone: (319) 292-6861