**Heather K. Whittlesey**

418 Carter Ave (641) 680-6377

Ottumwa, IA 52501 [hkwhittlesey@hotmail.com](mailto:hkwhittlesey@hotmail.com)

heatherwhittlesey.com

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**EDUCATION**

**Indian Hills Community College**  Spring 2021 Software Development

Associate of Applied Science

Emphasis in Web and Mobile Dev

**Iowa State University** May 2015

Master of Fine Arts

Integrated Visual Arts

**Central College**  May 2010

Bachelor of Art

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**TECHNICAL**

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| --- | --- | --- | --- | --- | --- |
| **Java** | **C#** | **Python** | **SQL** | **Web** | **PERL** |
| Program console based programs within  IntelliJ IDE | Program console based programs within Visual Studio 2019 | Program console based apps in Visual Studio 2019 | Create databases with SQL and NoSQL such as MongoDB | Create websites using frameworks such as Python Flask, WordPress, .NET, and JSP | Work with PERL in Visual Code with embedded HTML/CSS/JavaScript |
| Write/import files of external data, such as XML and JSON | Utilize .NET framework to create different types of apps | Work with random image, number, word generators for fun. | Work with  RDBMS in Oracle APEX | Work with Bootstrap for dynamics and mobile friendly devices | Run PERL scripts in Putty Command line |
| Work in Android Studio and Expo with Mobile devices in Android/IOS | Develop web apps within Razor Pages/Core and MVC | Work with Python Flask Web Framework for Web apps. | Work with RDBMS  MySQL- in WAMP and LAMP | Work with Sass- and Angular Frameworks  and jQuery | Automate processes for other lines of business |
| Create/ build  databases via Java/WAMP  Create JSP – Java Server Pages. Build dynamic web apps that are server side based | Utilize Microsoft SQL server to build databases and create APIs |  | Work with RDBMS in Microsoft SQL Server in .NET Visual Studios 2019 | Build websites with PHP and configure localhost servers in WAMP/LAMP | Connect to databases and produce reports in csv format |

* Adobe Creative Cloud – Photoshop and Illustrator
* Arduino- Robotics-code and test mechanical movement on sculptures
* Tableau- Data Analytics-Pull daily reports for claims.
* File manual claims and in FDR-Proprietary WF console based database.
* File manual claims in VROL- Visa Resolve Online-GUI based database.
* Block transactions on credit cards with FDR.
* Microsoft Excel and Access
* Github

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**COMMUNICATION**

* Advanced communication skills.
* Give live demonstrations to large groups of people.
* Give public art education workshops to all ages.
* Give public lectures and speeches on art and education.
* Lead team role in web development project for IHCC ByteJam 2020.
* Public speaker and Subject Matter Expert for Wells Fargo Credit Cards.
* Excellent negotiation skills.
* Represent businesses/clients/professionals in high stakes financial disputes.
* Write policies and procedures for Wells Fargo.
* General IT assistance for Wells Fargo customers.
* Write essays and proposals to Visa and Mastercard to represent clientele and their finances.

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**EMPLOYMENT**

**IMT Insurance, West Des Moines IA** Feb 2020 to May 2020

*Full Stack Web Development Internship*

* Create PERL scripts that would run reports.
* Utilize Visual Studio Code as editor.
* Debugging with Putty-similar to command prompt.
* Automate Accounting reports -write csv files from txt files.
* Create Javascript code for form validation.
* Update design for webpage for corporate vehicle odometer system.
* Work with PERL/PHP/SQL/HTML/CSS/Javascript scripts on odometer system.
* Automate an email system for vehicle renters and their invoices/receipts.
* Create Regexes for comma delimiter, lists, and email addresses.

**Wells Fargo Credit Card Services Policy Committee, West Des Moines, IA** June 2019 to Jan 2020

*Subject Matter Expert*

* Investigate and assign specialty projects for the department.
* Discussing business data requirements and what the reports mean for the line of business.
* Present findings to committee for review.
* Update/publish WF policies and procedures.
* Lead team meetings and discuss updates in the policies, new projects and encourage team participation.

**Wells Fargo Credit Card Services, West Des Moines, IA** Oct 2015 – Jan 2020

*Financial Crimes Specialist IV- High Profile Investigations*

* Investigate high dollar transactions 3k+ for possible financial abuse and misconduct.
* Review financial documents and records for inconsistencies.
* Financial documents include legal retainers, timeshare contracts, insurance policies, medical bills, police reports, certificates of authenticity, receipts, bankruptcy notifications, service reports, contracts etc.
* Utilize Federal Regulations to enforce Visa/Mastercard policies on claims.
* Utilize multiple databases to pull sensitive information.
* Negotiate business deals to satisfy both merchant and cardholder when dispute rights didn’t exist.
* Pursue Arbitration with Visa and Mastercard to preserve consumer rights.

**Central New Mexico Comm. College, Albuquerque, NM** Sept 2012 - Sept 2013

*Accounts Receivable Assistant - Reconciliation for defaulted student accounts.*

* Compile daily data and trend reports by importing the data into Excel spreadsheets.
* Research and reconcile financial accounts from lines of business, university departments, and student accounts.
* Create monthly reports for third part debt collection agencies and update CNM collections department of accounts paid.
* Modify excel formulas in templates in the process of generating reports.
* Monitor, update, and balance information on student accounts on Banner software.
* Process different forms of payment for federal/state grant/scholarship accounts on behalf of students.

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**REFERENCES**

**Susan Wilson: Professor**

**Indian Hills Community College**

**525 Grandview Ave, Ottumwa, IA 52501**

**Office: 641-683-5111 ext 1760**

**susan.wilson@indianhills.edu**

**Mark VanVelsor: Professor**

**Indian Hills Community College**

**525 Grandview Avenue Ottumwa, IA 52501**

**Office: 641.683.5111 ex. 1761**

**mark.vanvelsor@indianhills.edu**

**Ingrid Lilligren: Chair of Dept, Professor**

**Iowa State University**

**715 Bissell Road, Ames, IA**

**Office: 515-294-8883**

**Home: 515- 292-0365**

**ilillgr@iastate.edu**