

Heather K. Whittlesey

418 Carter Ave
Ottumwa, IA 52501

(641) 680-6377
hkwhittlesey@hotmail.com
heatherwhittlesey.com

EDUCATION

Indian Hills Community College
Software Development
Associate of Applied Science
Emphasis in Web and Mobile Dev

Spring 2021

Iowa State University
Master of Fine Arts
Integrated Visual Arts

May 2015

Central College
Bachelor of Art

May 2010

TECHNICAL

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

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.

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
Financial Crimes Specialist IV- High Profile Investigations

Oct 2015 – Jan 2020

- 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.

Heather K. Whittlesey

418 Carter Ave
Ottumwa, IA 52501

(641) 680-6377
hkwhittlesey@hotmail.com
heatherwhittlesey.com

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