

# Joseph Heckel

## CONTACT

- ☎ 607-725-9218
- ✉ joeallanheckel@gmail.com
- 📍 Allen Park, MI 48101

## SKILLS

- HR Support
- Exceptional Communicator
- Superb Interpersonal Skills
- Time Management
- Workforce Improvements
- Providing Feedback
- Maintaining Confidentiality
- HR Strategy
- Microsoft Office
- Onboard New Hires
- In-Person and Telephone Interviewing
- Employee Recognition
- Reviewing Resumes
- Employee Performance Reviews
- Adaptable to Changing Conditions
- Accurate Data Processing
- Analytical and Critical Thinking

## PROFESSIONAL SUMMARY

I am a driven and result-oriented human resources professional with a strong background in leadership and conflict resolution. Using my experiences in information technology and HR make me an efficient asset to the team, understanding both the technological issues and personal struggles that take place within the office or remotely. Diligent worker with knowledge of benefits / compensation, benefits administration, and career pathing. Aiming to leverage my abilities to successfully fill the vacancy at your team. Frequently praised for problem-solving by my peers, I can be relied upon to help your team achieve its goals. Here are some of my qualifications: Public Trust Clearance (Federal Gov.), Certifications from NARA (National Archive), Project Management, HR Experience, IT experience, lastly, Film, Book, and Literature Restoration.

## EXPERIENCE

March 2022 - Present

### HR COORDINATOR

Aptara, Chantilly, VA

- Implemented safety protocols and procedures to protect workers from potential hazards
- Created job descriptions that accurately reflected the roles and responsibilities of each position
- Developed and implemented recruitment strategies to attract qualified candidates for open positions
- Advised management on effective ways to address disciplinary issues or grievances
- Oversee entire hiring and onboarding lifecycle, to include job description creation, recruiting, running background checks, interviewing candidates, onboarding paperwork and new-hire orientation
- Schedule all HR meetings and align calendars with HR Director for employee meeting requests
- Manage common-use files for office administration and organize all general office tasks such as general communications to employees, mail service and office supply inventory
- Provide direct HR assistance to employees through goal planning meetings, conflict resolution, mediation with co-workers and leadership, payroll and benefits concerns and any other situations that arise within the office
- Collaborated with department heads to ensure smooth transitions during organizational changes
- Coordinated onboarding activities such as orientation, paperwork completion, and new hire training.

February 2019 - Present

**IT ADMINISTRATOR**

Aptara, Chantilly, VA

- Consult and fix computer complications
- Register emails and complete computer setups
- Data center and internal technology maintenance
- Remote IT support for work-from-home employees
- Various software and hardware maintenance in the office
- Oversight of package delivery to clients and internal departments
- Supervision of scanning equipment forms, lists, and project details
- Company cloud management, ensuring private, secure data.

February 2018 - February 2020

**PHOTO SCANNING TECHNICIAN**

Aptara, Chantilly, VA

- Assess materials for scanning
- Clean materials for best archival quality
- Data management per project
- Book unbinding and cutting
- Successful and open communications with clients
- Keeping project details and materials meticulously organized
- Running team meetings and overseeing all projects
- Data upload for India team to produce QC (Quality Control)
- Ensured compliance with industry standards for document imaging systems
- Trained new staff on the use of scanners
- Performed daily maintenance and troubleshooting of scanning equipment to ensure optimal performance
- Produced weekly summaries of scan activity and identified areas requiring improvement
- Monitored scan operations for accuracy, efficiency, and quality control purposes.

**EDUCATION**

May 2013

**BACHELOR OF FINE ARTS in Graphic Design**

Marywood University, Scranton, PA

**Relevant Coursework**

- Minor in Business

**CERTIFICATIONS**

- Google IT Certification Course (Coursera), Google, 2020