

Paul Heintz

15655 W Ridge Rd, New Berlin, WI 53151 | (262) 617-1636 | pmheintz9@gmail.com | paulheintz.dev

OBJECTIVE

Transitioning from a successful career in medical laboratory processing, bringing strong organizational, problem-solving, and teamwork skills, along with multiple degrees and personal experience in IT fields, to contribute to an IT team.

SKILLS

- Effectively communicates technical information and problem details to colleagues and clients.
- Works effectively in group settings to achieve common goals including assuming the leadership roles when needed.
- Independently identifies and resolves technical and operational challenges.
- Meticulous in data processing while maintaining privacy with sensitive information.
- Provides compassionate and helpful service to customers.
- Passionately learns and implements new technologies and adapts to changing operations.
- Proficient in building, maintaining, upgrading, and troubleshooting personal computers.
- Experienced with Windows and Linux operating system installation, maintenance, and configuration.
- Knowledge of desktop, mobile, and web application development with OOP and MVC principles and database management.
- Skilled in diagnosing and resolving technical issues.

EDUCATION

Milwaukee Area Technical College, Milwaukee/Mequon/Oak Creek, WI

- **Associate of Applied Science (A.A.S.) in IT Programmer/Analyst**
- **Associate of Applied Science (A.A.S.) in Web and Software Developer**
- **Associate of Applied Science (A.A.S.) in Mobile Applications Developer**
- Completed: September 2014 - May 2018
- Made the Dean's List and Graduated with Honors; GPA: 3.6
- Coursework focused on desktop, mobile, and web application development, emphasizing the Model-View-Controller (MVC) approach to object-oriented design.

WORK EXPERIENCE

Wisconsin Diagnostic Laboratories, Milwaukee, WI — Specimen Processor III

October 2010 - November 2017, October 2019 - Current

- Efficiently oversaw the receipt and validation of high volumes of specimens daily from couriers, ensuring accuracy and compliance with testing requirements while routinely leading the department in transactions.
- Accurately ordered testing and processed hundreds of specimens daily for technical analysts while maintaining a weighted error rate of less than 3%..

- Expedited the transport of blood and other critical specimens to various departments, ORs and ERs across the hospital campus, prioritizing time-sensitive requests.
- Partnered effectively with department leads and colleagues to prevent errors, improve department processes, and perform quality assurance to reduce error rates and improve testing turnaround time.

George Webb Restaurants, New Berlin, WI — Supervisor, Cook, Server

June 2002 - October 2010, June 2018 - October 2019

- Assisted in weekly and end-of-shift paperwork, prepared bank deposits and calculated labor.
- Provided effective and friendly customer service and resolved customer concerns.
- Prepared orders for customers, prepped food and cleaned the store.

Medical College of Wisconsin, Milwaukee, WI — PC Technician/Technical Assistant

December 1999 - January 2000

- Upgraded operating systems to insure Y2K compliance.
- Actively participated with the PC technician in troubleshooting and resolving computer software and hardware issues on dozens of computers.
- Installed, replaced and configured hard drives, ethernet controllers, printers and other internal and external computer peripherals.

Navistar, Brookfield, WI — Data Backup Technician

July 1996 - June 1997

- Retrieved and loaded data backup tapes into tape drives, ensuring accurate data retrieval.
- Systematically organized and cataloged data tapes within storage libraries maintaining storage procedures.
- Prepared, packed and documented data tapes according to detailed manifests for secure shipment to offsite storage facilities.

Little Caesars, Brookfield, WI — Assistant Manager

June 1994 - June 1999

- Managed food preparation, cooking and delivery, ensuring timely and accurate order fulfillment.
- Supervised and coordinated a team of approximately 10-15 crew members, delegating tasks and providing guidance.
- Performed store opening and closing procedures, including preparation and delivery of daily bank deposits.
- Maintained accurate daily and weekly records, including sales, employee hours and inventory, demonstrating strong organizational and numerical skills.