

HEIDI RICHARDS

OPERATIONS MANAGER

☎ (860)978-4510

✉ herichards@msi-aqr.com

🌐 www.msi-aqr.com/meettheteam

EDUCATION

Eastern Connecticut State University

Communications and Philosophy
2015-2019

WORK EXPERIENCE

Operations Manager

Management Systems Improvement, LLC / 2023 - Present

- Internal and external communications
- Planning team travel to clients
- Invoicing, payroll, financial planning
- Creating marketing agendas and initiatives

Executive Assistant

- Assisting the operating partner with team management
- Back office organization and documentation of resources
- Event planning and organizer

Upholstery Apprentice

Crown Upholstery, Bristol, CT / 2020 - 2021

- Served and educated customers on local produce and cuisine
- Aided the restaurant with their charity initiative to support local community members

Staff Manager / Server / Bartender

The Hartford FunnyBone, Hartford, CT 2015 - 2019

- Manager of over 20 servers
- Served and managed a showroom of over 350 people
- Assisted comics with staging and timing

Server

Bistro on Main, Manchester, CT / 2017-2018

- Served and educated customers on local produce and cuisine
- Aided the restaurant with their charity initiative to support local community members

CERTIFICATIONS

- SAE AS13100
- SAE AS9100D
- SAE ISO 14001:2015
- SAE ISO 9001:2015
- Sales Training

COURSE

SAE Supplemental QMS Requirements

An online course focusing on requirements of AS13100.

2023

SAE AS9100D Training

An online course focusing on standard requirements of AS9100D.

2022

SAE International, ISO 14001:2015 Lead Auditor Training

An online course focusing on Internal Auditing requirements of ISO 14001:2015.

2020

SAE International, ISO 14001:2015 Lead Auditor Training

An online course focusing on the requirements of ISO 9001:2015.

2018

