

Heidi Richards

herichards@msi-aqr.com

(860)978-4510

Training / Certifications:

Management Systems Improvement, LLC; *AS9100D Training*

March 9-10, 2022

- A two-Day course focusing on standard requirements of AS9100D and ISO 90001.

SAE International; *ISO 9001:2015 Training*

May 13, 2020

- Online course focusing on standard requirements of ISO 9001:2015.

Work Experience:

Management Systems Improvement LLC, *Executive Assistant*

September 2019 - Present

- Account management, invoicing, payroll, deposits
- Marketing / Sales
- Client portfolio organization / relationship management
- Social platform admin and manager

Crown Upholstery, *Store Manager / Upholstery Assistant*

2020-2021

- Assisted customers
- Stripped furniture and reconstructed antiques
- Accounting, deposits, invoicing

The Hartford FunnyBone, *Server / Manager*

2015-2019

- Staff manager, front & back of house
- Managed a 400 person showroom
- Oversaw 15 servers and bussers at one given time
- Bartended

The Bistro On Main, *Server*

2018-2019

- Served customers in a upscale dining atmosphere
- Assisted the restaurant in receiving donations for their charity partner
- Knowledgeable in craft beer, wine, and cocktails

Education:

Eastern Connecticut State University

September 2015 - May 2019

- BA- Communications & Philosophy
- Magna Cum Laude



Management Systems Improvement, LLC