

HEATHER RICKEY

CONTACT

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ABOUT ME

Senior Process & Operations Manager with experience improving complaint intake, escalation, and resolution workflows across Operations, Customer Care, Legal, and Compliance. Skilled in identifying systemic complaint drivers, resolving ownership gaps, and strengthening governance to improve resolution quality, consistency, and regulatory alignment. Known for influencing without authority and delivering practical, scalable process improvements that support strong customer and risk outcomes.

EDUCATION

AVILA UNIVERSITY

Bachelor of Science in Business Administration
2012-2018

AVILA UNIVERSITY

Masters of Science Organizational Development
Concentration in Workplace Instructional Design
2018-2022

CERTIFICATIONS & CREDENTIALS

Certified ScrumMaster (CSM) – Scrum Alliance
Process governance, structured delivery, stakeholder facilitation, continuous improvement

OSHA 10-Hour General Industry Certification
Risk mitigation, regulatory compliance, safety standards, and control adherence in regulated environments

California Credentialed Teaching Permit
Compliance with state standards, issue escalation, conflict resolution, and accountability

SKILLS

- Complaint Lifecycle Management
- Root Cause Analysis
- Risk & Regulatory Alignment
- Process Governance & Controls
- Cross Functional Stakeholder Management
- Issue & Escalation Management
- Process Design & Optimization
- Change Management & Adoption

WORK EXPERIENCE

ESPARTO UNIFIED SCHOOL DISTRICT

California Credentialed Long-Term Substitute Teacher (2025-2026)

- Deliver long-term instructional coverage aligned to California ELA standards, maintaining instructional continuity and classroom stability.
- Manage classroom, student accountability, and conflict resolution.
- Design structured lesson plans, assessments, and student-facing resources to support diverse learners and measurable academic progress.
- Partner with administrators, counselors, and parents to address student concerns, behavioral issues, and performance trends.

CORK & CO

Co-Founder & Operator (2023-Present)

- Founded and operate a mobile beverage, experience-based service supporting private events, community engagements, and corporate functions.
- Own end-to-end operations including licensing, permitting, financial planning, pricing strategy, service contract negotiation, and customer experience; Maintain brand reputation and high client satisfaction.
- Apply process discipline, workflow standardization, and continuous improvement principles to scale operations efficient

SENIOR PROJECT MANAGER, SALES ENABLEMENT, GLOBAL (2024-2025)

REGIONAL OPERATIONS MANAGER, SACRAMENTO (2022-2024)

ASSISTANT REGIONAL OPERATIONS MANAGER, SACRAMENTO (2021-2022)

REGIONAL YARD MANAGER, CHEHALIS (2019-2021)

SENIOR CUSTOMER SERVICE MANAGER, SACRAMENTO (2013-2019)

CUSTOMER SERVICE MANAGER, KANSAS CITY (2009-2013)

RB Global (2009-2025)

- Directed enterprise projects including Transaction Support redesign, Customer Care centralization, and Trade Package optimization, aligning multiple business channels.
- Led cross-functional teams to develop and execute creative process strategies, driving measurable improvements in customer experience, cost savings, and SLA performance.
- Acted as key liaison between field operation teams and leadership, ensuring functional performance aligned with strategic and financial objectives.
- Directed field operations including contract negotiation, issue resolution, asset intake, inspection, and sale preparation, balancing efficiency with creative customer-focused solutions.
- Supervised and mentored field teams, ensuring high performance, safety, and compliance