

# Ann Emary

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## Summary

Outstanding customer service with strong technical, multi-tasking and administrative skills. Thrives in a fast-paced environment. Effective communication with all levels of staff and management, including Union Representatives. Project and goal focused to complete tasks efficiently and on time. Excellent trouble shooting and problem solving ability.

## Professional Experience

### **Omaha Public Power District - Fort Calhoun Plant Technical Clerk 1**

**October 2014 – October 2016  
Supervisor: Adam Staebell**

- Provided daily administrative and technical support for Steamfitter Mechanics and Machinists.
- Coordinated construction of weekly "T" report work orders. Print, audit and identify problems within each work order to include correcting drawings and revisions, ensure planners have allocated appropriate resources and clearance requests and ops reviews have complete follow up.
- During refueling outages, helped coordinate and manage the maintenance war room with schedulers to support the operational control center. This includes updating waterfalls and load boards to help facilitate the crafts with up-to-date information regarding jobs being performed and status.
- Analyzed existing operations and procedures to offer solutions for more-efficient workload and overtime resources.
- Strong understanding of technical reports and regulatory compliance used within Omaha Public Power District and how they interface with each individual work group.
- Continuously out-produced peers in making and closing weekly work orders.
- OPPD Nomination Award for Individual Excellence, for support of RFO27 outside of normal duties in alignment with MMD excellence.

### **Omaha Public Power District - Blair Office Part-time T&D Operations Clerk**

**December 2012 – October 2014  
Supervisor: Chris Coniglio**

- Dispatched troubleshooters on customer outage calls via Mobility. Pinpointed closest address and intersections in ICIS software program to ensure accuracy of where service was needed.
- Followed up on customer outage calls in the Outage Management System to ensure proper documentation of activities and completion of work.
- Assisted the T&D System operators during major storms to ensure service restoration.
- Planned & created work orders for emergent work, incorporating transformers, poles and guy wires.
- Worked closely with Electrical Service Designers and Builders in new construction, provided information if property was residential or commercial, single phase three wire or 120/240 voltage.
- Processed customer credit cards/cash transactions and record employee time cards in People Soft.

### **Creighton University Medical Center Healthcare Unit Coordinator**

**September 2011 – September 2013  
Supervisor: Anne Dey**

- Coordinated patient care with doctors, nurses, pharmacy and lab.
- Input patient charges and coding visits for billing and timely payment from insurance companies.
- Responsible for administrative duties within labor and delivery unit.

**Landscape Creations****March 2003 – Present****Co-Owner/Office Manager**

- Created landscape designs, managed all supplies budgeting and inventory management.
- Provided training, support and leadership to all new hires, current staff and management.
- Handled all machine/equipment maintenance, repair and budgeting.
- Other skills include customer relations, community outreach and the ability to fill-in for all aspects of the company with tight timeframes and deadlines.

**Timperley Limousin****October 1996 – August 2015****Herdsman/Asst. Manager****Supervisor: Roger Timperley/Owner**

- Responsible for daily cattle production including: feeding, vaccinations, minor medical needs, calving, show grooming, showing cattle and monitoring the heat watch system.
- Managed hay production: cutting, raking and bailing, helping with crop production, harvest and equipment maintenance and other related duties as requested.

**Pain Management Consultants****June 2011 – February 2012****Office Manager**

- Assisted Doctors with daily clinic operations, external correspondence, patient education, community outreach, and event planning.
- Responsible for scheduling doctor and patient appointments, filing records, writing policies and office procedures, and insurance verification coordination.
- Provided training, supervision and leadership to staff and new employees.

**Davita Healthcare North - West****December 2006 – February 2011****Administrative Assistant to the Facility Administrator**

- Assisted administrator with daily facility operations.
- Responsible for facilities accounts payable, monthly patient lab draws, patient census reports, facility inventory (shipping and receiving), maintenance of patient charts, coordinating new patient intake information, answering phones and assisting other facilities with administrative needs.

**Nebraska Game and Parks****April 2002-September 2007****Park Worker 2**

- Performed customer service / office work (i.e. giving information about park upon request, filing information, using cash register, selling permits, answering the phones, opening and closing the office).
- Performed park maintenance (i.e. planting trees, shrubs, flowers, painting buildings, trimming trees with chainsaw, cleaning restrooms, creating landscape designs, office and any other park related work.)

<b>Professional Education</b>
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**Metropolitan Community College**, Omaha, Nebraska

Completed Emergency Medical Technician-Basic Course, State Certification

August 2007

**Metropolitan Community College**, Omaha, Nebraska

Degree of Associate in Applied Science, Horticulture, Graduated with Honors

February 2006

**Metropolitan Community College**, Omaha, Nebraska

Degree of Associate in Applied Science, Commercial Photography, Graduated with Honors

August 2001

**266 credit hours obtained towards a Bachelor's degree**

<b>Computer &amp; Technical Skills</b>
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Proficient with People Soft, EMP Center, Asset Suites, Mobility, Outage Management System, ICIS software

Knowledge of AutoCAD for engineering plans, measurements and dimensions

Strong Office Suite skills including Microsoft Word, Excel, PowerPoint and Outlook