

506 Mohawk Avenue  
Scotia, NY 12302  
(518) 396-9039  
[hcmarlette@gmail.com](mailto:hcmarlette@gmail.com)



# HEATHER MARLETTE

## dba HOW I SEE IT - HEATHER MARLETTE

MAMA ~ NERD ~ LOVER OF CHAOS

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Freelance based writer and blogger who is always looking for diverse opportunities. A true geek at heart, I will research every word of each assignment to ensure accuracy and truth, while striving to make it as entertaining as it is factual. I am lucky enough to have found a few places to write regularly and am always looking for more to round out my workday.

### EXPERIENCE

#### **dba How I See It - Heather Marlette (self), Scotia NY - Freelance Writer**

JULY 2016 - PRESENT

- Writing and copy editing for global clients - contributing writer for blogs/periodicals
- Corporate Literature including employee handbooks, employee policies and procedures
- Responsible for content creation, branding, SEO, blog writing, Social Media creation and content

#### **New York Life Insurance Albany GO, Scotia, Latham NY - Contract and Licensing Manager**

APRIL 2013 - JUNE 2016

- Increasing responsibility in the Human Resource and Operations field with the general sales office
- Responsible for onboarding of all new agents and staff to the Albany General Office, including the signing of employment contracts
- Developed training plans and goals for new agents with the managing partner, and worked with the agents to implement individual training plans.
- Performed talent assessments and performance evaluation for agents to ensure expectations were being met
- Responsible for all offboarding of agents and associates when expectations were not met
- Maintained active agents licensing to ensure compliance
- Participated in the development of marketing plans to attract and retain top talent

#### **Amtech Insurance Brokers, Inc., Latham NY - Office Assistant/Director of Social Media**

JANUARY 2011 - FEBRUARY 2013

- Completed achieving for company files, into an electronic filing system
- Answer multi-line phone system, direct calls to the proper person
- Supported sales staff by preparing lists of potential clientele, flyers and sales brochures
- Social Media Director

- Completed office tasks as needed, including loss run requests, process policies and certificates of insurance.

**NYS Dept. of Health – Fusco Personnel, Albany NY – Accounts Payable Administrator**

JANUARY 2011 – FEBRUARY 2013

- Responsible for the creation and maintenance of several MS Excel-based databases
- Assist in purchasing functions, including account reconciling.
- Answer multi-line phone system, direct calls to the proper person
- Verify Public Health information for public distribution
- Coordinate all external mailings for the Bureau of Communicable Disease.
- Developed and implemented a new filing system for the department

## EDUCATION

**The State University of New York at Albany, Albany NY – BA History/English**

AUGUST 2003 – AUGUST 2007

Double major and Cum Laude degree in History with a concentration in Colonial America and English with a concentration in Shakespeare.

**The State University of New York Broome Community College, Binghamton NY – AAS – Paralegal Studies**

AUGUST 2001 – MAY 2003

Summa Cum Laude associates degree in Paralegal Studies

## SKILLS

Lotus Notes, Microsoft Office, including Access and Excel, Microsoft Outlook. GIFTS, grant writing software and GRS (data input) software, Adobe, CTS, document tracking software, ET-file, Sagitta-Online, Postage Machine, Selective CLAS system, New York Life internal dashboard, NB21, Policy Billing Software, RUMBA 21, TAMS, Social Networks – Facebook, Linked-in and Twitter - director experience; GeODE; AutoC; Hearsay Social; Web CRD; FINRA; Background Investigation Reports (BIG)

## COMMUNITY EXPERIENCE

Schenectady Light Opera Company - Lighting crew, spot op 2018 - Present  
 Family Players of Northeastern NY - Assistant Light Designer/Light Board Operator/Crew member 2014 - Present  
 Youth in Power - Capital Pride Center - Youth group facilitator May 2013-Present