

HEATHER GAUTSCH

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PROFESSIONAL SUMMARY

- **Over 20 years of instructional, leadership, and administrative experience**, in fast-paced environments. Trained 100+ soldiers in simulations and served in various hospitality and customer service roles.
- **Excellent computer literate skills**, proficient with applications like Microsoft Office and Google Suite, technical writing, and social media management.
- **Educated and experienced in visual communications and media arts with award-winning projects**, skills included, Adobe Creative Suite, film production, creative writing, photography, videography, and video editing.

SKILLS SUMMARY

Creative & Technical Writing
Video Set-Up (DSLR/Mirrorless cameras)
Video Editing, Producing, Directing
Strong Leadership & Managerial Skills

Adobe Creative Skills (Audition, InDesign)
Audio Set-Up (LAV/Zoom)
MS (Word, Excel, & Power-Point)
Strong Instructional & Training Skills

PROFESSIONAL EXPERIENCE

City of Madison, WI

05/2025-Present

Production Technician

- Operate, set up, and maintain audio/video equipment for public meetings, press conferences, and city-sponsored events.
- Support live broadcasts, including camera operation, switching, audio mixing, and streaming across cable and digital platforms.
- Maintain and troubleshoot media equipment, including cameras, switchers, microphones, and lighting systems.
- Support virtual and hybrid meeting technology (e.g., Zoom, Teams, WebEx) for city officials and departments.

Garske's Veteran Services/VRSI

Case Manager/Employment Specialist

09/2024-Present

- Provided job readiness training and career counseling to 25-50 homeless, at-risk, or recently incarcerated veterans for successful job placements.
- Assisted in resume and cover letter writing assistance for current participants.
- Managed social media platforms for outreach and engagement, including LinkedIn, Facebook, and X.
- Organized and engaged in community functions, events, and teams as a liaison for our services to provide growth and support for the company.

Perfect Puzzle, LLC

Lead Delivery Driver, Coach/Trainer

07/2022-04/2024

- Load, transport, and deliver Amazon packages safely and efficiently to customer locations.
- Follow scheduled routes and meet delivery deadlines consistently.
- Operate delivery vehicles (such as vans) in compliance with safety and traffic regulations.
- Interact with customers in a professional and courteous manner.

University of Wisconsin-Madison/General Library System

Security Officer

02/2017-04/2022

- Provided security and safety protocols for College, Steenbock, and Memorial Library across campus.
- Provided administrative tasks, administrative document and implemented policies and procedures for the safety and security of affiliated and non-affiliated patrons of the library system.
- Created and submitted reports for over 300 incident reports that were professional and technical. Proficient in most communications applications such as Microsoft Word and Outlook.

Allied Universal Security Services and Solutions

Security Officer

08/2016-01/2017

- Managed and directed the activities of directorate personnel, including, but not limited to, truck drivers and contractors, to protect and maintain the integrity and security and procedures at the Kraft Foods plant in Madison, Wisconsin.
- Recognized problems that affect the integrity and/or security of information systems, using the proper procedures to analyze them, and presented sound, workable solutions.
- Created and submitted reports/presentations that was professional and technical but understandable. Proficient in most communications applications.

United States Army Reserve

Specialist, 86th Training Division

01/2011-05/2015

- Assisted the Commanding General's aid in the Command Group with administrative tasks, as well as, driven the Commanding General and Command Sergeant Major.
- Acted as liaison between staff sections to streamline administrative processes and ensure mission readiness.
- Maintained administrative records and inventory logs to ensure equipment accountability and unit cohesion.
- Served as liaison between training, supply, and five+ units to ensure organizational structure during exercises. Delivered professional orientations to incoming units.

Wisconsin Army National Guard

Supply Technician, 426th RTI/Wisconsin Military Academy

09/2009 – 05/2010

- Developed and implemented formal educational programs for military operator driving simulators and virtual clearance training.
- Instructed over 100 soldiers on Humvee egress assistance training techniques.
- Coordinated with instructors, units, and logistics staff to support training operations and equipment readiness.
- Supported and assisted with 88M course to train soldiers to become occupational (MOS) qualified.

1157TH Transportation Company, Iraq

06/2006-09/2007

- Deployed in support of Iraqi Operation Freedom and assigned to the 1157th Transportation Company out of Oshkosh, Wisconsin.
- Worked on fragmentation kits assembly line replacing new armor on over 50 vehicles prior to returning them on missions.
- Provided security at entry points and dinning facilities by inspecting vehicles for threats and verifying IDs of military personnel, civilians, and federal contractors.
- Conducted daily fuel distribution missions within the Forward Operating Base (FOB), ensuring timely and safe delivery of fuel to generators, vehicles, and aircraft.

Wisconsin Army National Guard

Specialist, 1158th Transportation Company

01/2005-01/2011

- Trained and qualified as an 88M10 (Transportation).
- Operated and maintained military vehicles, including heavy-duty trucks and convoy support vehicles, for transport of personnel, cargo, and equipment.
- Instruct and train soldiers on the Heavy Equipment Transporters.
- Collaborated with team members to efficiently coordinate logistics and transportation tasks.

EDUCATION

BA-Graphic Design, Minor-Creative Writing	Southern New Hampshire University	2025
AA-Visual Communication/Media Design	Madison Area Technical College	2019
AS – Culinary Management	Western Wisconsin Technical College	2012