

## **BARBARA BRACKIN**

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### **MILITARY EXPERIENCE**

#### **UNITED STATES AIR FORCE**

**12/2008 – 08/2010**

##### **SQUADRON AVIATION RESOURCE MANAGER**

Responsible for interpreting public law, plans, organizing and directed aircrew and parachutist resource activities. Initiated actions to support aviation management policies and procedures, and conducted aircrew and parachutist interviews. Prepared and processed aeronautical and military pay orders and flight authorizations. Duties included performing aviation and parachutist resource management function and monitoring flight physicals, physiological training, aircrew qualifications, and other aircrew and parachute-related programs. Core duties encompassed scheduling aircrew training and aircraft sorties, and maintenance of mission information. Responsible for monitored individual flight requirements, unit flying hours and aviation requirement changes as well as maintaining control and accountability for Aviation Resource Management System (ARMS) data. Administered security access to ARMS data interfaces, and advised on matters pertaining to ARMS requirements and modifications. Inspected and evaluated production and maintenance of aviation flight and parachutist jump records, files, and reports. Honorably discharged, separation date 08/31/2010.

- The 61<sup>st</sup> Fighter Squadron "Top Dogs" was ranked top fighter squadron in all of Air Education and Training Command, 2009

### **HONORS AND AWARDS**

- Air Force Outstanding Unit Award
- National Defense Service Medal
- Global War on Terrorism Service Medal
- Air Force Training Medal
- Participant in the Final Flag Lowering, 61<sup>st</sup> Fighter Squadron Stand Down Ceremony, August 27, 2010
- Letter of Recognition, Kurt F. Neubauer, Brigadier General, USAF, Commander

### **PROFESSIONAL EXPERIENCE**

#### **NATIONAL GRID**

**11/5/17-8/31/18**

##### **Field Operations Supervisor**

Manage a team of over 30 people across 19 locations in central New York division. My Office Technicians are assigned to gas operations, electric overhead, electric underground, and substation engineering. As a member of my department's supervisory team, I make sure each location has the proper level of support each day for its field operations. My staff works closely with the crews in the field and their support supervisors for gas leaks, large scale outages, and severe storms. I track and review the paperwork that comes in from the field to be sure that it's entered in a timely and accurate manner. Daily reporting is run to see how much work is coming in from the field and how long it takes my staff to enter it. I measure the efficiency of procedures to implement positive change for our customers. When operational procedures could be improved, I create step by step training guides on how the work needs to be entered. I commute to all my new employees to train them and I do monthly re-fresher training for the more seasoned employees. The departmental needs of the customer are always growing and communication is key. I am the central information point within department/central New York division to facilitate management/administrative communication. Checking payroll and accounting for all of my employees each week is necessary to make sure our department is within budget and everyone gets paid correctly. Run multiple monthly safety reports to prevent possible injuries and create awareness to complacency. Work closely with Local Union 97 and HR to be sure that my staff follows all the company policies and guidelines.

#### **NATIONAL GRID**

**1/27/17-11/5/17**

##### **Office Technician A**

Assemble, maintain and/or transcribe information from various sources, prepare and maintain reports, correspondence and records, forms and orders. Prepare time and mileage reports. Make arithmetical computations; maintain statistical information. Check data for accuracy and otherwise assist in completing various types of orders, reports, invoices. Communicate with customers or their representatives, outside agencies, and other departments. Update company records including but not limited to maps and various reports. Perform administrative support activities associated with the tasks and responsibilities of the department. Receive and dispatch information and orders in person and by telephone and radio.



**NATIONAL GRID****9/29/14-1/27/17****Senior Revenue Cycle Management Representative**

Mainly, perform outbound commercial and industrial collection calls on accounts with balances between \$5,000 and \$10,000. Reconcile customer statements including account research and billing coordination. Advise on high bill concerns and questions. Receive and record check or credit card payments by phone. As a side task, I am in charge of researching, submitting, and issuing the electric pole cut orders for the entire central New York area. This helps in collecting past due balances when we don't have access to the meter. The service orders are for commercial, industrial, and residential accounts with balances from \$350.00+. When overtime is available, management provides reports I work off of, which entails; reading through scanned doctor's notes to put medical holds on patient's accounts or transferring old debt from final accounts to active accounts for the same customer.

**NATIONAL GRID****1/12/14-9/29/14****Accounts Payable Analyst**

Understanding of internal controls and the Accounts Payable processes. On a daily basis, I ensure data on received invoices and check requests is accurate and input them into SAP. If data is not accurate, I reject it back to the sender and advise what needs to be corrected. After the invoices and check requests are in SAP, I process them for payment to the vendor. I communicate with internal and external customers, vendors, and employees. I monitor pending invoices and maintain them if necessary for payment to release. I review, verify and reconcile data that comes in reports or spreadsheets.

**NATIONAL GRID****11/29/12-1/12/14****Customer Service Representative II**

I updated account and personal information by request. If the customer needed, I took wire or card payments for bills, collection arrangements, and payment agreements. I helped customers with connects, disconnects, and new service requirements. With care and concern, I listened to our life support customers' needs. I issued necessary field orders, trouble reports, and handled mixed metering with as much detail as possible. Emergency calls can come at any moment, in which I acted quickly and accurately.

**JAKE HAFNER'S BAR & TAVERN****03/01/2011-11/29/12****HOSTESS/WAITRESS/BARTENDER**

Working for one of Syracuse's most popular restaurants proved both challenging and rewarding. When a customer called for a to-go order, I took their orders and put it in the computer. I had to know the entire menu including lunch, dinner, dessert, and side combinations/ substitutions. As soon as the kitchen was done preparing the meal, I bagged it up and set it aside until the customer arrived to pick it up. I always greeted the customer's in a warm and friendly manner when they arrived. If guests have to wait to be seated, I'd give an idea on how long they will have to wait was. I remained calm and courteous during rush periods. I would locate a table that will accommodate the size of the party, take the guests to the table, and gave them menus. While waitressing and bartending, I was constantly checking that the customers were enjoying their meals and that everything tasted great. I would always make sure to check Id's before serving anyone. I suggested wine pairings with special dishes on the menu. I'd offer a detailed description of the beers on tap. I'd help clear empty plates from the occupied tables and fill drinks when necessary. When customers left, I assisted the bussers in cleaning and resetting the dining room. Greeting incoming guests is just as important as taking care of the guests that are leaving. At the end of the shift I looked over the transactions that had taken place and total all the checks to determine how much money has been received. These records are used to balance the server reports at the end of the day.

**MARKETING EXPERIENCE****MARC MARTIN NEW YORK****NOVEMBER 2015****BRAND AMBASSADOR/ RETAIL SALES**

This men's wear road show was held inside a Costco whole sale location. I organized the winter coats, sport coats, dress pants, and suits by size and style. I was required to move the product around the rack found times a day to keep it looking new and inviting. I was a friendly face to every man or woman that walked by and spoke up the product to get them to have a good look. The key was getting them to feel the fabric or put on the clothing because the quality spoke for itself. It was their fall/ winter collection and everything was made of wool, cashmere, and Italian silk. I monitored inventory, kept track of damaged clothing, and missing tags. I sold over \$4,300 worth of men's wear in just a few days. When the road show was over it was my responsibility to meticulously wrap up the clothing and tear down the double decker racks. I then had to securely wrap them up for shipping and place shipping labels on all four sides of the very large racks.

**TOYOTA & CARHARTT****AUGUST 2015****BRAND AMBASSADOR**

The Bass Masters Pro Tournament held in the parking lot of the Big Bass Pro Shop, I helped customers fill out surveys on Ipads. They chose their favorite Toyota vehicles and entered their contact info if they wanted more details. This automatically gave them a \$5.00 gift card inside the Bass Pro Shop.



**REENWOOD WINERY****AUGUST 2012&2013&2014****VINE SERVER/PRODUCT ADVISOR**

For three years at the New York State Fair I poured samples of all the wines we had to offer and took drink orders. I promoted the business by passing out magnets and decals with company contact information. I answered any product questions people had and showed them examples from our display binders.

**EXQUISITE****Nov 2010-JAN 2011****BRAND AMBASSADOR**

Went to upscale bars in the Phoenix/ Scottsdale area during the holiday season to promote Belvedere Vodka. Poured samples and interacted with local patrons while maintaining the highest level of professionalism. Gave out promotional merchandise to get the party going. Posted on social media to invite more customers to our evening locations.

**EDUCATION & CAREER TRAINING****Smith System****March 2018**

Defensive Driving course certificate

**MARC Training****January 2018**

Program for managing union and non-union workers effectively

**Syracuse University****October 2017**

Workshop in the Field of Power Engineering course certificate

**SUNY Onondaga Community College****May 2017**

Associates Degree in Environmental Technology

- 2 Year experience with Geographic information Systems (GIS)
- HAZWOPER 40 Hour Certification
- Oceanography and Biology Study Abroad in the Bahamas with field work
- Geology and Hydrology internship with field work

**Life Saver Inc****September 2016**

First Aid/CPR/AED certified

**Federal Communications Commission****August 2016**

General Radiotelephone Operator License

**OshAcademy****May 2016**

Electrical Safety Basics and Laboratory Safety course certificates

**Osha Training Institute****May 2016**

Electrical for Construction and Lockout Tagout for General Industry course certificates

**Bartenders Test**

Score / 35

**Multiple Choice (6 points)**

31

- B 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- B 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- B 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- D 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
b) False

**Vocabulary (9 points)**

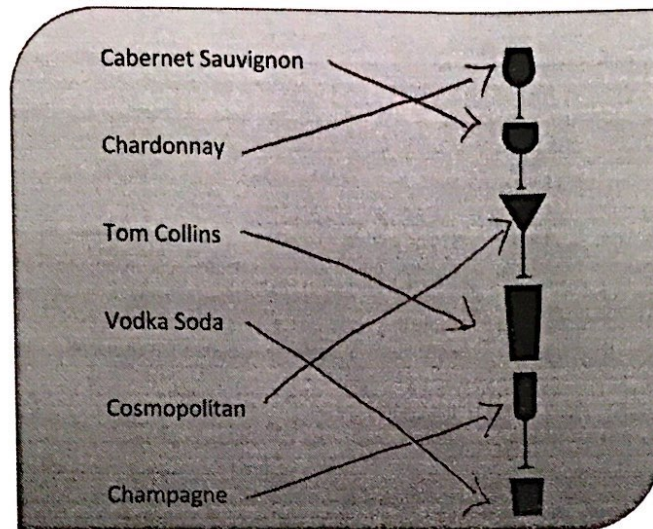
Match the word to its definition

- |                        |  |
|------------------------|--|
| <u>C</u> "Straight Up" | <u>a</u> Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> Shaker Tin    | <u>b</u> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat"        | <u>c</u> To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>A</u> Muddler       | <u>d</u> To pour 1/2 oz of a liquor on top   |
| <u>B</u> Strainer      | <u>e</u> Used to measure the alcohol and mixer for a drink   |
| <u>E</u> Jigger        | <u>f</u> Used to mix cocktails along with a pint glass and ice   |
| <u>G</u> Bar Mat       | <u>g</u> Used on the bar top to gather spills  |
| <u>D</u> "Float"       | <u>h</u> Requesting a separate glass of another drink  |
| <u>H</u> "Back"        | <u>i</u> Means to serve spirit room temperature in a rocks glass with no ice                           |



**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points): Belvedere, Lagavulin, Patron

What are the ingredients in a Manhattan? whiskey, vermouth, bitters

What are the ingredients in a Cosmopolitan? vodka, triple sec, cranberry + lime juice

What are the ingredients in a Long Island Iced Tea? vodka, rum, gin, tequila, triple sec, lemonade, ice tea

What makes a margarita a "Cadillac"? top shelf tequila

What is simple syrup? sweet syrup addition to drinks

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

NO -> consolidating

What should you do if you break a glass in the ice? let everyone know, close off to drain and empty glass

When is it OK to have an alcoholic beverage while working? never

What does it mean when a customer orders their cocktail "dirty"? extra

What are the ingredients in a Margarita? tequila, triple sec, sour mixer, lime juice