

Mahj Warhank

Des Moines, Iowa

Email: ckcb825@gmail.com

Phone: 1-563-676-1558

PROFESSIONAL EXPERIENCE

Central Iowa Center for Independent Living

March 2024 - Present

Des Moines, Iowa

Administrative Assistant

- Oversee administrative tasks for the CICIL Connection Center, including group inbox responses, electronic inventory management, website content updates, paper supply orders, and copy room troubleshooting.
- Billing for employment services associated with Iowa Vocational Rehabilitation Services.
- Leveraged knowledge of Excel formulas and automation to improve the efficiency of the invoicing process.
- Create and upkeep operational forms used by staff, such as intake packets, permission slips, sign-in sheets, invoices, emergency safety plans, and informational signage.
- Eliminated over \$600 per month in unnecessary expenditures by consolidating hours of operation and improving existing attendance and dues systems.
- Analyzed, improved, and implemented new policies and procedures for emergency situations and public outings in order to keep clients and staff safe. Ensure center staff comply with emergency protocols.

TSA Precheck Enrollment Agent

- Managed TSA Precheck, Hazmat, and TWIC enrollments and renewals, averaging 20 appointments per day.
- Supervised four other TSA Precheck Enrollment Agents and ensured their monthly training and certifications were up-to-date.
- Provided customer support and technical troubleshooting assistance to clients and staff.
- Complied with TSA requirements for identification and citizenship verification, ensuring that the correct documents were provided and verifying that the system information matched the documentation.
- Thoroughly inspected all TSA equipment quarterly, reporting issues to the maintenance team promptly.
- Made sure security was maintained when working with sensitive information.

Iowa Department of Transportation

May 2017 - December 2021

Ames, Iowa

Transportation Engineering Associate

- Created technical design plans and procedures to execute roadwork using state and federal road safety standards.
- Managed two to four simultaneous road design projects, ensuring timelines and deliverables were met. Delegated work to individuals on the project team as needed.
- Coordinated with four separate internal departments on 15 multi-year design projects.
- Communicated with external contractors to provide required design materials and topographical information.
- Consulted and facilitated decisions for a 5-year project on I-80 and ensured smooth transition between departmental assignments.
- Facilitated training of technology platforms to outside departments and new hires. Created and distributed training materials for reference.
- Participated in educational field work rotation from conception of a project to completion of road construction to increase holistic understanding of organizational processes.

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- Conducted usability research interviews to improve DOT plan sets for ease of use.

Institute For Transportation

June 2015 - May 2017

Ames, Iowa

Data Entry and Analysis Assistant

- Converting raw data to usable data points quickly and accurately under tight timelines.
- Collected and interpreted large amounts of traffic safety data from video sources to assist graduate students thesis research for Iowa State University.
- Worked independently with five different graduate students on four research projects.

Iowa Department of Transportation

January 2014 - August 2014

Fairfield, Iowa

Transportation Co-op Intern

- Coordinated, researched, and organized multiple road plan sets with the design engineers to prepare for final review and approval.
- Organized and filed historical plans sets.
- Created digital MicroStation survey reports from raw fieldwork survey data.
- Collected GPS data in field surveys and transferred digital and physical reference copies of data collected for district roadways.

EDUCATION

Iowa State University

2017

Bachelor of Science in Civil Engineering with a Minor in History

Ames, Iowa