

Payson City
Recorder's Office
Received 5-16-2022

From: [Kepi Heimuli](#)
To: [Kim Holindrake](#)
Cc: [Kepi Heimuli](#); [kepi.heimuli](#)
Subject: Vacant May 16 Payson City Council Position - Intent to Apply
Date: Wednesday, May 11, 2022 8:26:07 PM
Attachments: [Kepi Resume.docx](#)

I am expressing my interest in applying for the vacant Payson City Council Position which is being vacated by Brian Hulet on May 16, 2022. I am a registered voter and have been a resident of Payson for 22 years. Attached is my current resume. Please reply to this email acknowledging that you have received this email as well as my resume when you have time. I am keeping June 1 open on my calendar just in case I am selected to be interviewed for the open city council position. Thank you for all you do for Payson City!

Kepi Heimuli
Field Service Tech V
At Zions Bank, We Haven't Forgotten Who Keeps Us in Business

[REDACTED]
[REDACTED]

Kepi V. Heimuli

[REDACTED], Payson, Utah 84651
[REDACTED]

Objectives

- Provide exceptional customer service for our customers. Supervise multiple projects and staff schedules with minimal downtime to the business unit and over communicate plans and calendar items to coordinating departments to encourage teamwork and efficiency. Follow-up on low scoring surveys in order to manage expectations and also train staff member responsible for those end users. Speak to each end user as if I were speaking to my grandmother about a computer problem.

Education

- Information Management Major, Brigham Young University-Provo (Three Years)
- A+ Certification
- C++ Certification
- Microsoft Windows Server 2008 Certified

Additional Computer Skills

- Microsoft Active Directory
- Microsoft Office Suite Applications
- HP Printer Onsite Parts Support
- HP Webjetadmin Firmware Support
- 24+ years, hands-on, professional experience, 25+ years, neighbor/scout computer experience
- All phases of computer repair including stockpiling spare parts and equipment at Provo office, Upgrading systems, which include hardware and software installation and configuration, imaging
- Diagnostic and repair, which includes pinpointing device discrepancies, system errors, Virus infection removal, inoperable components and fixing and eliminating problem.
- Providing telephone support for VOIP as well as analog phone systems
- Provide support for all Smartphones
- Operating systems: DOS, Windows 3.1, 95, 98, NT, 2000, XP, Vista, Windows 7, Windows 10

Experience

Enterprise Field Services Utah/Idaho Team Lead Provo, Utah 2007 – present
Report to Workplace Manager for Utah/Idaho Desktop Operations.

Workplace Support Manager backup – Manage unassigned queue of incoming tickets when manager is absent. Assign additional resources to daily projects and emergencies in the absence of the manager. Maintain on call rotation for staff and participate on ZMSC New Branch Committee for Field Services when manager cannot participate. Manage finding a location for weekly staff meetings in advance in order to get meetings scheduled in advance. Suggest topics for staff meeting discussion when appropriate.

Created Support Process Flows - Organize and maintain process flows resulting in increased productivity & quality. Created internal company email distribution list known as the Jedi Council as a discussion group amongst our staff to review processes and also ask for help when

unusual computer problems arise to minimize downtime to our customers. Recommend items to review in staff meeting based on responses.

Proactive Communication – Daily morning staff email contains reminders of projects and deadlines which should be on the radar for our staff. Staff vacation time, sick time, and staff birthdays are also mentioned daily as well as an inspirational thought when appropriate.

Day to day workforce responsibilities – Support all financial centers from Utah County to Iron County in Utah providing onsite branch support when systems fail and also maintain a close relationship with manager and CSM of those financial centers via text and email afterhours so staff is prepared if an office needs onsite remote staff assistance.

Remote Branch Support Resources – Recruit one local employee from each financial center/campus location to be willing to troubleshoot in the case of an emergency before determining if an actual site visit is necessary. Use interoffice and Fedex to transport parts/equipment necessary for repair.

Contacted customers, via Email or phone – Notifying customer of system status or conflicts, providing resolutions, reducing escalated complaints. Follow up on low scoring team surveys in the absence of the manager.

Onsite installations – provided labor for installing servers, routers, desktop pcs, printers, UPSs. Etc. at customer sites, reducing the cost of installation by coordinating all trips and charging them to actual cost centers requesting the work.

Tech Support Specialist V Provo, Utah 1997 - 2012
Same responsibilities as above excluding Workplace Support Manager backup.

IT Manager, American Cancer Society Salt Lake City, Utah 1994-1997
IT office support for Salt Lake Office as well as satellite offices in Ogden, UT and Provo, UT. Maintained large volunteer data base of donations as well as supervising 20 daily volunteers working at the office as well as those serving at local health fairs using laptops for demonstrations and seminars. Maintained token ring network for all program directors and swapped out equipment when requested.

IT Assistant, American Lung Association National Office New York, NY 1992-1994
Managed all IT responsibilities for National Programs Director and staff at national headquarters and also provided remote support for all offices sponsored by the American Lung Association nationwide.

Awards

Boy Scouts of America Silver Beaver Award 2016
Zions Bank Roy W. Simmons Community Service Award 2010
Zions Bank TOPS Platinum Award Winner 2003
Zions Bank TOPS Gold Award Winner 1997

Community Involvement

Asian Americans and Pacific Islanders Member – Utah Chapter, 2022
Utah Valley University IT Advisory Board Member, Orem, UT - 2012 – 2018
Zions Bank :”Teach Kids to Save Day” Presenter, Payson, UT - 2010-2018
BSA Mount Nebo District Advancement Chair, Utah National Park Council-Boy Scouts of America, Orem, UT - 2016-2019
Coached intramural sports for Payson City in softball and baseball
Former GOP precinct chair, state delegate and Legislative District Chair
Parent helper for Payson HS marching band and choir

REFERENCES AVAILABLE UPON REQUEST