

## HEATHER BALL

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Scientific & Regulatory Consultants, Inc. provides a full range of regulatory services for the antimicrobial industry. Our consultants' insight provides scientifically-sound, cost-effective, and timely solutions to routine and complex issues facing our clients. Our collective knowledge base includes experience in industry, laboratories and with government entities. For more information about Scientific & Regulatory Consultants, Inc. visit our website at [www.srcconsultants.com](http://www.srcconsultants.com)

### PROFESSIONAL EXPERIENCE

**Scientific & Regulatory Consultants, Inc.,** Columbia City, IN

2021 - Present

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#### **State Registration Specialist**

- Prepare and submit product registration applications to state regulatory agencies
- Review product documentation and collaborate with client to develop labels acceptable to states
- Maintain current knowledge of FIFRA/state regulations and practices
- Build relationships with state regulators and network to secure prompt acceptance of pending actions
- Maintain database programs to track state registration statuses/certificates and provide updates to clients
- Collaborate with clients and SRC Federal and Operations Teams to develop strategies for successful project outcomes

**Environmental Remediation Services, Inc.,** Fort Wayne, IN

2019 - 2020

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#### **Administrative Assistant**

- Answered and directed incoming calls, while greeting visitors and employees
- Distributed all incoming and prepared all outgoing mail, packages, and faxes
- Ordered office supplies, data entry of technician on-call schedules, and timesheets, in addition to any other needed administrative tasks

**Check Into Cash,** Fort Wayne, IN

2018 - 2019

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#### **Customer Service Representative**

- Processed payday loans, Western Union, check cashing, and prepaid debit card transactions
- Received payments, balanced cash drawer every hour, prepared/transported bank deposits, and opened/closed store
- Answered multi-line phone and completed courtesy/collection calls to past due customers

**Acceptance Now,** Fort Wayne, IN

2015 - 2018

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#### **Assistant Sales Manager**

- Converted customers into rental purchase agreements, upselling RAC benefits and insurance programs
- Answered multi-line phone and completed courtesy/collection calls to past due customers

- Received payments, balanced cash drawer, prepared/transported bank deposits, and opened/closed store

**Excel Staffing, Albuquerque, NM**

2014 - 2015

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**Contract Customer Service Representative**

- Answered high-volume of inbound calls from Presbyterian Healthcare Services members achieving performance metrics
- Accurately quoted insurance plan benefits and reviewed processed claims for members
- Completed outbound calls to healthcare facilities and members regarding claims/billing

**EDUCATION**

Business Administration, Ivy Tech, Fort Wayne, IN; 2009-2011

**CORPORATE PROFESSIONAL AFFILIATIONS**

British Association of Chemical Specialties (BACS)  
Center for Biocide Chemistries (CBC)  
Household & Commercial Products Association (HCPA)  
International Sanitary Supply Association (ISSA)  
Personal Care Products Council (PCPC)