

**PROFESSIONAL SUMMARY**

A **data manager** capable of enabling the effectiveness of leaders. A positive, well-educated professional with experience in the government sector looking to transition to the private sector who thrives in fast-paced environments requiring a high degree of organization, tact with sensitive information and situations, and problem-solving ability.

**Areas of professional expertise:**

- Project Management
- Technical Writing
- Website Administrator
- Data Management
- Excel Master
- Records Quality Control
- Workflow Process Improvement

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**PROFESSIONAL SKILLS DEMONSTRATED**

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State of Alaska

May 2008-Present

*The Division of Senior & Disabilities manages and administers the Home and Community Based Waiver Medicaid program. There are 200+ employees working with a variety of groups across the state and nationally to ensure the health and safety of those who have disabilities or are elderly.*

**Senior Service Technician (Administrative Support)**

This position supports up to 15 individuals in a unit tasked with certifying and ensuring compliance with regulations.

- **SharePoint Administrator** for Team and Division sites as well as subject matter expert and developer
- **Effectively explain ideas** and information to both technical and managerial users via procedures and manuals
- **66% improvement** of data workflow processes
- **85% increase** in data collection & notification efficiency

Sue's Tiny Costumes

1995-Present

*A technical writing and pattern drafting company creating patterns and books for dolls. This is a part-time sole proprietorship that has given the owner many skills such as technical writing and project management along with website design, development and marketing.*

**Technical Writer/Webmaster/Author/Business Owner**

- **Website design, development**, including hand coded and WordPress websites, design and security
- **Manage social media** accounts, website and marketing of patterns and books
- **Project management** for 2 published books, multiple magazine articles and 100+ patterns

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**EDUCATION**

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**Charter College – Alpha Beta Kappa, Dean's List**

- B.S. Degree in Business Management & Technology: Concentration in Business Applications
- B.S. Degree in Business Management & Technology
- Associate of Applied Science Degree in Computer Science: Concentration in Business Applications
- Associate of Applied Science Degree in Business Management Practice
- Certificate in Computerized Office Associate
- Certificate in Computerized Office Specialist

**Microsoft Office Master Certification**

- Word, Excel, Access, PowerPoint

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## RELEVANT PROJECTS

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**Little Bo Peep and her Sheep** is an award winning pair of patterns placing 1st at the Alaska State Fair and then featured in the Fall 2005 issue of International Doll Magazine. The patterns required many hours of planning, testing and development before they were ready for show, publication and sale.

**Pattern Drafting for Miniatures and Pattern Making for Dolls** are two published works. Each one is a detailed set of technical instructions on drafting patterns in small scales. Through research testing and development a system was developed to draft patterns for small scales. The two books are sold worldwide both electronically and in hard copy.

**Settings compliance** started with five individual tools. By reviewing the tools available a single tool was developed that captures all the necessary data and consolidates it to go from start to finish for a review, up to and including generating notices. This streamlined process reduced workload on the team of 4 by 66%

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## OTHER RELEVANT INFORMATION

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### Skills

Self-motivated, strong work ethic, Project Management, Proactive time management, Problem Solving, Tracking systems development & management, Marketing, Technical Writing, Data Analytics, Universal Modeling Language (UML)

### Computer Skills

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel

**Graphic Art Suites:** Corel Draw, Inscap, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Tools:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite, Evernote, Slack

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest

**Office Suites:** Master Certified MS OfficeSuite, MS Project, MS SharePoint, OneNote, Open Office, Adobe Pro

### Published Works

**Library of Congress:** Pattern Drafting for Miniatures & Pattern Making for Dolls

**Magazines:** International Doll Magazine, Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature

**Published:** 100 sewing patterns

### Continuing Education

#### 2017

Rapid Prototyping: From Wireframes to HTML

Data Science (Intro Series)

#### 2016

Become a Certified Web Developer

How to Speed Up WordPress Sites

Want to be a Data Scientist?

Introduction to Google Tools

Basics of Scrum, Agile and Project Delivery

The Basics of APIs

Marketing - More effective and efficient

Git Started with GitHub

Angular 2 Fundamentals with TypeScript

SharePoint (Intermediate to Advanced Topics)

InfoPath (Beginner)

#### 2015

Prepare For The CompTIA A+ 220-801 Exam

Arduino (Variety of topics)

APIs (Beginner)

Drupal (Beginner Series)

JavaScript

ReactJS (Beginner)