

# Achievements

## Achievements

### Administrative

- Streamline administrative processes, database improvements, data tracking and report processes
- Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
- Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
- Develop note entry process to provide accurate data for weekly reporting processes
- Write business document to correct errors and improve data results for public search tool
- Provide information to help other divisions with efforts to share data
- Reclassification of personnel from clerical to technical and paraprofessional level positions
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

### Management

- Lead, train and delegate tasks to clerical staff
- Contribute input on applicant interviews, selection or termination
- Review candidate resumes and qualifications
- Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
- Introduced multiple changes to daily processes to improve efficiency by 30-50%
- Date stamping equipment – born of the need to have proof of date documents are received due to lawsuits and fair hearings
- Reduce Management's information systems data entry 50%; improved time management
- Create and maintain unit UMLs outlining processes used.

### Database Maintenance

- Maintain non-certified providers ensuring accurate data and updates are made
- "Critical Incident Report Tracking" system and statistics generation

## Writing

### Policies & Procedures

- Contribute to formal policies during development phases
- Design and format forms used internally and externally
- Write technical tutorials and processes for future staff reference

### Business Documents

- Business process upgrades such as repairs to public search tools working with various members of management and IT
- Equipment needs such as the unit's need of faster, more efficient multi-function copier equipment or desktop

equipment

- Develop and continually improve processes
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

## Graphs & Charts

- Develop, design, create charts, graphs and reports for work flow, division and Federal reporting

## Books & Publications

- Publish 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
- Technical instructions with drawn diagrams
- Photography of final products

## Training Materials

- Design and write tutorials, diagrams and hands on training methods
- Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation
- Effectively explain ideas and information to both technical and managerial users
- Explain many MS Office skills to others ensuring efficient application use

## Projects

- Design and implementation of projects including project management:
- “Habilitation Homes Project” to connect licensed homes with certified agencies
- Additional information entered for Day Habilitation, Respite and Chore providers
- Ongoing maintenance and reporting of connecting homes
- Implement final product to reveal compliance issues and regulatory issues
- [Compliance Checklist](#) – Merging Multiple tools into a cohesive portable workbook that will take the project from beginning to end.
- [Certification Checklist](#) -Used with every application that crosses my desk to help track what should be in the file. It provides a table of contents for each provider’s record.

## Technological Improvements

- Mail merging – convinced management and IT of the need for reports to allow mail merging of regular letters versus spending a whole day manually typing and addressing letters to 30-50 providers per month.
- Generate ad hoc and regular reports on count and status of providers correcting data entry as needed

## Records Management

- Administrator of Division Archiving SharePoint as well as subject matter expert for system

- Administrator of Unit SharePoint – Develop tracking tools for unit while division database is in development
- Records retention subject matter expert
- Introduced electronic records as a means to save on records requests for litigation and information sharing across divisions state wide

## Technology Testing & Maintenance

- Successful testing of early release of new technology for IT before roll out to full staff – currently testing Windows 10 and Office 2013 build resulting in improvements for division when IT fully upgrades.
- First line of defense for general computer issues for unit – many basic technical questions are brought to me before an IT ticket is created
- Can understand copier error codes and resolve some issues without calling for service saving company thousands – the first two copiers the unit had were not under a warranty and a call for repair was \$200+ per visit.

## Web Development

- Manage social media accounts, website and marketing for small businesses
- Track marketing efforts to increase visitor conversion for small businesses
- Website design, development, including hand coded and Word Press based websites for small businesses
- Write and edit [HTML](#), [CSS](#), [JavaScript](#) and [PHP](#) for small businesses