

Computer Skills

Skills: Technical Writing, Self-motivated, Problem Solving, Data Analytics, Universal Modelling Language (UML), WAMP

Mark-up/Programming Languages: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A, PHP

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

Office Suites: Master Certified Microsoft Office, Project, Visio, SharePoint, OneNote, Adobe Pro, Star UML, Dia (diagrams)

Content Management Systems: WordPress, Drupal, Dreamweaver

Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind (mind mapping)

Operating Systems: Windows 3.1-10, DOS 3.3, Linux; Android

Achievements

- Has written 30 or more technical software tutorials and procedural manuals
- Diagram internal processes using Universal Modelling Language (UML) to increase efficacies
- Using macro programming and process design facilitated a 66% increase workflow processes
- Facilitated 85% increase in data collection, clean up and notification efficiency
- Designated by IT as a SharePoint Administrator for 3 State of Alaska sites; develop tools, manage permissions, train new staff, participate in budget and planning meetings
- 40% advancement in data capture and accuracy from changes identified and made to main database
- 60% refinement in workflow from development of checklist tool, trained additional staff to maintain tool
- 74% progress in time management for unit from programming of tool to track certification process
- Increased file organization by 50% via a standardized electronic folder system to organize documentation
- 50% improved time management; reduced management's information systems data entry
- Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45%
- Creation of 46 official application forms for Medicaid Waiver Programs ensuring ADA compliance

Experience

Webmaster/Owner ~ Alaska Office Specialists ~ Present

Technical Writer/Webmaster/Author/Business Owner ~ Sue's Tiny Costumes ~ 1995 —Present

Director ~ Alaska Coalition for Telehealth & Telemedicine ~ 2017-Present

Webmaster ~ iA3 ~ 2015-2016

Senior Services Technician ~ State of Alaska ~ 2008 —2017

Computer Instructor & Career Development ~ Nine Star Education & Employment ~ 2006 - 2008

Education

Udemy - Continuing Education ~ Variety of Topics ~ Ongoing

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

Microsoft Office Master Certification