

Summary

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

Skills

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|---------------------------|-----------------------|--------------------------|--------------------------|
| • Technical Writing | • Business Analysis | • Data Analysis | • Human Resources |
| • Business Process Design | • Problem Solving | • Project Planning | • Software Documentation |
| • Writing | • Analysis | • HTML | • Programming |
| • CSS | • Process Improvement | • Training | • Project Management |
| • Strategic Planning | • SharePoint | • Web Development | • Web Design |
| • Databases | • WordPress | • Quality Assurance | • Content Management |
| • Management | • Editing | • Research | • Time Management |
| • Teaching | • Team Leadership | • Dreamweaver | • Troubleshooting |
| • Team Building | • Event Management | • Social Media Marketing | • Star UML |
| • SEO | • Marketing | • Documentation | • Master Level MS Office |

Experience

iA3

Technical Writer & Webmistress

October 2015-Present

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer and administrative coordinator. *Volunteer*

State of Alaska

Senior Services Technician

February 2014-Present

• Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development • Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II

May 2008 - February 2014

Wrote reclassification request for Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

Nine Star Education & Employment Services

Career Development Mentor & Computer Instructor

April 2006-April 2008

• Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance *Contract Americorps*

Education

Charter College

Bachelors/Associates, Business Management Practice & Office Applications

Dean's List, Alpha Beta Kappa