

Skills

Technical

- Streamline administrative processes, database improvements, data tracking & report processes
- Effectively explain ideas & information to both technical & managerial users
- Design & implementation of the "Habilitation Homes Project" to connect licensed homes with recipients & certified agencies; original "Critical Incident Report Tracking" system and statistics generation
- Project management including; task management, goals, budgets, timelines & GANTT Charts

Computers, Software & Programming

- Databases: MMIS, DS3, Citrix, Access
- Office Suites: Master Certified MS Office 2003; MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, AdobePro X & XI
- Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
- Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
- Graphic Art Suites: Corel Draw, Inscope, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units
Professional Achievements

- Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
- Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly
- Continuous improvement of processes to reduce time needed for application handling during screening & throughout evaluation
- Evaluate & process all CPR & First Aid Training Waivers including approvals & denials
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Train & delegate tasks to clerical volunteers, contribute input on applicant selection or termination

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska
Professional Achievements

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews

- Research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Work with individuals with disabilities, Public Assistance & Medicaid recipients & former inmates adhering to requirements & regulations for each program
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Sue's Tiny Costumes Business Owner 1996 to present

Web Based

Professional Achievements

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- 1st Place 2005 Alaska State Fair for "Little Bo Peep & Her Sheep" published in International Doll Magazine
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes
- Students included developmentally disabled individuals who have successfully started their own business

Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Introduction Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Marketer 2003
- www.minidolllist.com – Graphic Design 2003

Education

Bachelors of Science– Alpha Beta Kappa

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

April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

Technical Writing	Project Management	Statistics
Research Methodologies	Telecommunications	Business Law
Contract Management	Human Resources	Operations Management
Marketing	Advanced Web Development	JavaScript
Perl	Visual Basic.NET	

Website Development & Design

May 2003 to present	GNC Web Creations	Universal City, TX
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Business Marketing

August-December 2005	University Alaska Southeast	Juneau, AK
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Fashion Design (Certificate)

September 1995 to May 1997	Solano Community College	Suisun, CA
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Certifications

Microsoft Office 2003 Master

March 2009	Nine Star Education & Employment Services	Anchorage, AK
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Training

Archiving Basics	State of Alaska	March 2012
Introduction to Share Point with Lab	State of Alaska	April 2011
HIPAA Security 201	State of Alaska Senior & Disabilities Services	March 2011
Introduction to Supervisor Training	State of Alaska	March 2011
Basic Care Coordination Training for QA	State of Alaska Senior & Disabilities Services	March 2010
Introduction to Office 2007	State of Alaska	May 2009

Organizations, Memberships & Workshops

Balancing Life & Work	John Parker	August 2007
Novel Install Fest	IT Expo	October 2006
AmeriCorps Conference	National Association for Community Volunteerism	April 2006 & 2007

Professional Memberships

Association of Information Technology Professionals	Charter College	October 2006-2009
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