

GREATEST STRENGTHS AND ABILITIES

- Problem solves on the "go"; coming up with unconventional ideas
- Archive more than 5000 files following strict policies and procedures
- Field multi-line phones directing or providing technical assistance as needed
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Proficient in serving multiple customers at the same time completing many tasks for each satisfactorily

SKILL SETS

Administrative & Customer Service

- Process in coming paperwork up to 5-25 applications per day
- Answer questions via email and phone as well as in person regarding regulations and application process
- Maintain a list of applications in process as
- Run regular and ad hoc reports as required
- Develop & update training material, teach & tutor classes

Business Owner

- Research and write business, marketing and merchandising plans
- Set project goals, determine risks, prepare contingency plan and timeline for achievement
- Collect and analyze data on customer needs, and buying habits to identify potential markets
- Keep up with developments in area of expertise by reading current books & articles
- Design, develop, and market products and services

Business Marketing

- Measure the effectiveness of marketing, advertising, and communications programs and strategies
- Gather data on competitors and analyze their prices, sales, and method of marketing and distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Develop web site maps, & page templates that meet project goals

RELEVANT WORK/VOLUNTEER HISTORY

Senior Services Technician	State of Alaska	Anchorage, AK
Employment Mentor/ Computer Instructor	Nine Star Education & Employment Services	Anchorage, AK
Technical Writer/Webmaster/Author/Owner	Sue's Tiny Costumes/Alaska Office Specialists	Anchorage, AK
Events Coordinator	Michael's Arts & Crafts	Portland, OR

EDUCATION, CERTIFICATIONS & AWARDS

B.S. Business Management / Information Technology	Charter College	Anchorage, AK
Dean's List-& Alpha Beta Kappa	Charter College	Anchorage, AK
Microsoft Office Master	Microsoft	Anchorage, AK