

## Experience

### Technical Writer

Credit Union 1 ~ Remote, Alaska ~ Jan 2022~ Feb 2022 ~ Contract

Contract technical writer to work on banking backlog writing and consulting work. Procedural documentation, manage document life cycle

**Tools & Requirements:** Audacity, OneNote, written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, Word

### Data Analyst

Launch Consulting ~ Remote, Washington ~ Nov 2018 ~ Nov 2019

As part of a team responsible for correctly parenting public sector and commercial accounts.

**Tools & Requirements:** Excel, Outlook, Pivot Tables, charts, graphs, Power BI Reporting, excellent written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, O365, Teams, SharePoint, PowerBI

### Senior Services Data Technician

State of Alaska ~ Anchorage, AK ~ May 2008 ~ Dec 2017

#### Hardware and Software Testing

- UAT testing of new database system following written instructions to find bugs, going off script to experiment and find unknown bugs and report results to development team
- Test new installs and upgrades of software such as MS Office 2003 to MS Office 2007 to MS Office 2015 and providing team support when rolled out to team
- Test new build images when moving from Windows XP to Windows 7; able to break the new build and find bugs in settings in less than a day of use

#### Settings Compliance & Compliance Tool

Provided project planning & management to develop a single tool to capture data, aggregate, and generate individualized notices, programming a custom macro.

**Tools & Requirements:** business case writing, Microsoft Office, Visio, Adobe DC, VB.net, time management, business requirements and metrics, define scope, write documentation and procedural materials for multiple audiences, Excel reporting, project management, UAT Testing, new software updates and image testing, software and code debugging

- Document the processes, best practices and facilitated team training of both technical and non-technical end users
  - Brought the behind schedule project current with the workflow
  - \$1,500 saved in postage, 2-4 cases of paper & processing time
  - Time savings for team of 66%

#### Application Tracking System

Created an interim data tracking system using SharePoint to measure the time frames for processing applications.

**Tools & Requirements:** business case writing, VB.net, SharePoint, Excel, HTML, CSS, UML, pivot tables, conditional formatting, filters, lean agile methodologies, time management, communication, proven ability to handle multiple projects simultaneously, with an eye for prioritization, project management, define scope

- Application support for the team's use and updating the system
  - Program in VB.net, edit and maintain complex checklist system for daily use
  - Team efficacy improvement 74%
- Trained team to use tool through written documentation and hands-on assistance, troubleshooting the system as site admin

### Technical Writer/Webmaster/Author

Sue's Tiny Costumes ~ California/Oregon/Alaska ~ Sept 1995 ~ Present ~ Remote

**Tools & Requirements:** Google Suite, Google Analytics, Google Tag Manager, WordPress, video & teleconferencing, software testing and code debugging, cross browser compatibility testing, SEO, Word, Visio, VSCode, HTML, CSS, JavaScript, project planning and management, database admin, time management, communication, proven ability to handle multiple projects simultaneously, with an eye for prioritization, project management, multi-site management and updates

## Passion Projects

### Sewing Project Manager

Project Manager, Software Developer, Technical Writer ~ July 2020 ~ Current Project

Solving the problem of locating supplies for sewing, embroidery, and crafts to reduce over buying through a tracking system for projects

**Tools & Requirements:** Word, Visio, VSCode, MySQL Workbench, WAMP Server, MySQL, PHP, HTML, CSS, JavaScript, JSON, XML, project planning and management, database admin, programming, software documentation, Node.js, React.js, Vue.js, SDLC, GitHub, software testing and code debugging, cross browser compatibility testing, SEO, endpoint management, API integration, Handlebars, Axios, Express, NoSQL, MongoDB

## Volunteer Work

### Secretary of the Board, Customer Support, Technical Support

Alaska Collaborative for Telehealth and Telemedicine ~ Remote, Alaska ~ Oct 2017 ~ Present ~ Volunteer

Part of the Board of Directors for managing the documentation such as meeting minutes and organizing data.

**Tools:** Google Suite, Google Analytics, Google Tag Manager, WordPress, LastPass, LifeSize Teleconference, information gathering, content management, client services, technical documentation, website programming, design, UI, and help refine content, procedural materials for multiple audiences

## Education

WozU Software Development ~ Honor Roll ~ Nov 2021~Jun 2022

Charter College ~ Alpha Beta Kappa, Dean's List

Bachelors of Science Business Management and Information Technology

Associate of Science Computer Science: Concentration in Business Applications

Bachelors of Science Business Management

Associate of Science Business Management Practice