Dear Hiring Manager,

I would like to express my interest in your Document Control position posted on Craigslist Posting ID 28786715408.

As an Office Assistant II for Quality Assurance I have been involved in creating the Business Process and tools for file naming, document organization, and file management. My position is a first line of defense for all incoming documentation via fax, e-mail, mail or in person communications for the Quality Assurance Unit. As a team lead I train volunteers to help manage documents in the database, archiving processes, network drives and on co-worker’s work stations.

I am involved in planning and implementing system reports, including the *Commissioner’s Dash Board* for Senior & Disabilities, updating various database systems such as the internally used DS3, creating and tracking various processes and documentation flow including *Provider Certification Applications, CPR & First Aid Waivers, Provider Change Requests* and *Critical Incident Reports.* I report on the status of applications within the certification process, chart which months have more applications due to help plan ahead and better manage workflow for the unit.

I am Master Certified in MS Office 2003 (Word, Excel, PowerPoint & Access) and very well versed in Office 2007 using various functions from Pivot Tables and complex mail merges to managing multiple e-mail boxes efficiently. I am also familiar with many other programs such as office suites (Open Office), databases (Access, SQL), operating systems (XP, Server 2003, Linux Ubuntu), graphics programs (Corel Graphics Suite, Inkscape, Gimp) and internet browsers (IE, Opera, Firefox, Chrome). Additionally, I am capable of learning new systems and programs quickly.

I believe these skills and many others I have accumulated will benefit your company.  Attached in PDF format, is my resume detailing more of my skills and experience.  I can be reached during the day at [907-334-2639](about:blank) or in the evenings after 6pm at [907-746-5978](about:blank). I look forward to hearing from you soon.   
  
Thank you for your time and consideration.

Sincerely,

Sue Darby

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