# Skills

## Technical

* Reduce Management's data entry workload by 50%; improved time management
* 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, 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, Inscape, 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 (team of 18), Provider Certification & Recipient Services
* Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements
* 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
* Trained and assisted clerical volunteers, contributed 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 & grants
* Work with individuals with disabilities, public assistance 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](http://www.suestinycostumes.com/) 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 and delivery of online classes

## 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, Research Methodologies, Project Management, Telecommunications, Statistics, 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 |
| Business Marketing |  | | |  |
| August-December 2005 | University Alaska Southeast | | | Juneau, AK |
| Fashion Design (Certificate) |  | | |  |
| September 1995 to May 1997 | Solano Community College | | | Suisun, CA |
| **Certifications** | | | | |
| Microsoft Office 2003 Master |  | | |  |
| March 2009 | Nine Star Education & Employment Services | | | Anchorage, AK |
| **Training** | | | | |
| Introduction to Share Point with Lab | State of Alaska Senior & Disabilities Services | | | 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 Senior & Disabilities Services | | | 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 | |