# Computer Skills

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| --- | --- |
| * Certified Master Microsoft Office * Corel Graphics Suite * Internet Explorer * FireFox * Dream Weaver * Web site design & development | * Internet marketing * HTML * CSS * JavaScript * Search engine optimization * Open Source Applications |

**Employment History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
* Compile and verify statistics based off of data collected for Federal reports
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
* Create forms and templates along with databases of completed trainings, waivers and supply ordering.
* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Support staff for Quality Assurance Unit of twelve professionals
* Track on hand supplies and order as needed or requested
* Write draft Policy & Procedures

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor – Americorps Member*

**Nine Star Education & Employment Anchorage, Alaska**

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input clients data and statistics into database
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

**Career Development Mentor**

* Teaches goal setting workshops
* Confers with clients to determine what program will be most helpful
* Assesses clients for barriers and brainstorm ways to overcome them
* Drafts and edits resumes, cover letters and other business correspondence
* Directs clients to appropriate resources and assists clients in their use of outside assistance
* Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of www.suestinycostumes.com**

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Developer of over 100 miniature and small doll patterns,
* Webmaster of 100 page site
* Online teacher of pattern drafting classes for dolls & miniature dolls
* Web site is over 200 pages of products and information related to miniature and small dolls.

**Volunteer Work**

**2004**

**Chugiak Children’s Services Head Start**

**Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com)

**Graphic Designer for** Volunteer

* Designed display cards for St Louis Miniatures Museum display September 2003.
* Designed Library Cards for the Miniature Doll University.

**Education**

**April 2006 to April 2009**

**B.S. Business Management & Technology**

B.S. Business Management Practice

A.S. Business Management Practice

Certificate Office Applications

Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**Awards**

**Alpha Beta Kappa**

**Lifetime Member 2009**

Charter College, Anchorage, AK

**June 2006 to April 2009**

**Dean’s List**

Charter College, Anchorage, AK

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College, Suisun, CA

**Professional Qualifications**

# Certifications

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009

**Microsoft Office Specialist/Expert Word** March 2007/October 2007

**Microsoft Office Specialist Power** **Point** September 2007

**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006

National Computer Science Academy, Dallas, TX

# Professional Organizations & Seminar-Workshops

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** John Parker, Anchorage, AK August 2007

**Novel Install Fest** IT Expo, Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com)

[www.books-music-more.com](http://www.books-music-more.com)

[www.alaskaos.com](http://www.alaskaos.com) (partner with George Davis)

[www.northern-gamers.com](http://www.northern-gamers.com) (Partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com) (assist in maintenance with daughter)