# Skills

## Computers, Software & Programming

* Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
* Communicates effectively with both technical & non-technical users
* Troubleshoot Office 2003, 2007 & 2010, peripherals, network printers & laptops
* Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
* Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
* Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

## Technical

* Gather information, determine specifications, develop content including necessary illustrations or screen shots, proofread and edit technical documents for State of Alaska Quality Assurance –Provider Certification Unit
* Project management including task management, goals, timelines and GANTT Charts
* Participate in work groups for new regulations & new application
* Cut Management Information Systems input time by 50%
* Streamline the administrative processes, database improvements
* Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
* Develop specific process for archival & offsite storage of files, database connections for previously invisible provider information
* Effectively explain ideas and information to both technical and managerial users

**Experience**

## Office Assistant II May 2008 to Present

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

Professional Achievements

* Design charts & graphs for Department, State & Federal reports
* Team leadership for up to 3 individuals
* Participate in policy & procedure development workgroups
* Assist in development of new Provider Certification Application
* Process streamlining
* Technical training materials
* Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services

## Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

Professional Achievements

* Reduce Management’s information systems data entry 50%
* Statistic tracking & reporting for internal use & grants
* Job matching, resumes, cover letters, interviews
* Introduction to computers instruction; MS Office Certification preparation tutoring
* Develop or update training material for beginning and intermediate computer classes

## [Sue’s Tiny Costumes](http://www.suestinycostumes.com/) 1996 to present

Web Based

Professional Achievements

* Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears,  & Dolls In Miniature
* Develop over 100 miniature & small doll patterns
* Website design, development, & marketing
* Curriculum development for online classes

## [Books, Music & More](http://www.books-music-more.com/) 2008 to present

Web Based

Professional Achievements

* Article writing
* Affiliate program links
* Research
* Marketing
* Social media management

## [Alaska Office Specialists](http://www.alaskaos.com/) 2008 to Present

Web Based

Professional Achievements

* Article writing
* Business development
* Research
* Marketing
* Social media management
* Consulting

## Volunteer Work

* PRIDE Program Rasmussen – Grant Writer 2008
* Chugiak Children’s Services Head Start – Classroom Aide 2004
* www.integrity-designs.com –Marketer 2003
* www.minidolllist.com – Graphic Designer for 2003

## Education

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| --- | --- | --- | --- | --- | --- | --- |
| Bachelors – Alpha Beta Kappa | | | | | | |
| Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications | | | | | | |
| 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 | | | | | | |
| 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 | | |