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| *Profile* Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Business Analyst or Technical Writer | |
| *Professional Skills*Problem solves on the "go" often coming up with unconventional ideas for final or temporary solutions | |
| *Achievements*  * Explain new technical tools in software and the benefits to a process to increase efficiency by 50-75% * Research purchase of date and bates stamping machine along with facilitating necessary maintenance * Coordinate efforts for mass mailings and record requests including letters, envelopes, and additional staff to complete the tasks on a strict schedule and maintaining confidentiality and HIPAA * Update and maintain secure PDF files for Certification Application (46 forms total)  *Personal Skills*  * Lead team of 1-2 teaching all aspects of duties including application processing to archiving  Resourceful, self-sufficient problem solver often solving problems that are outside circle of responsibilities | *Senior Services Technician* State of Alaska 2008 – Present  * Providing technical and administrative support for nine professionals within Certification & Compliance. * Compile business policies and procedures into searchable staff manual including diagrams to improve clarity * Provide detailed technical assistance to certified and non-certified providers and members of the public * 200 cubic feet of files sent to archiving (over 5000 files) including data input and correctly categorizing according to record retention schedule  *Computer Instructor & Career Development* Nine Star Education & Employment 2006-2008  * Reduce Management’s information systems data entry 50%; improved time management  Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation*Technical Writer/Web Developer* **Alaska Office Specialists/Sue's Tiny Costumes 1995 – Present**   * Published works: Pattern Drafting for Miniatures & Pattern Making for Dolls (Library of Congress) * Magazines: 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 * Website design, development, & marketing including hand coded & Word Press based websites  Curriculum development & delivery of online classes*Education* **Charter College**  Charter College – Alpha Beta Kappa, Dean’s List  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 Microsoft Office Master Certification Word, Excel, Access, PowerPoint |
| *Software, Hardware& Programming*  * Program in VB.net, edit and maintain complex checklist system * Create and maintain UMLs of internal processes * Use of the unit’s SharePoint intranet to create tracking tools for better time management * SharePoint tools became the template for reports generated in new division-wide database * Division & Unit Administrator and subject matter expert for SharePoint sites and tools * MS Project, MS Visio, MS SharePoint, OneNote, Adobe Acrobat, Document Design & Formatting, Corel Draw Suite, UML, HTML, CSS, Javascript |