**PROFESSIONAL EXPERTISE**

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| --- | --- |
| * + **Project Management**   + **Electronic Records Quality Control**   + **Technical Writing** | * + **Word and Excel Master**   + **Website Administrator**   + **Workflow Process Improvement** |
| **Computer Skills**  **Markup/Programming Languages**: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A  **Databases:** Harmony,Enterprise MMIS, DS3, Citrix, Access, COGNOS, MYSQL, PHPMyAdmin, CPanel  **Graphic Art Suites:** Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, StarUML, Dia, Freemind  **Office Suites:** Master Certified Microsoft Office, Project, SharePoint, OneNote, Open Office, Adobe Pro  **CMS:** WordPress, Drupal, Dreamweaver  **Operating Systems:** Windows, Linux; Android  **Cloud Tools:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, Hootsuite  **Social Media:** Facebook, Twitter, G+, GitHub, Pinterest | |
| **Skills**  Self-motivated, strong work ethic, Project Management, Proactive time management, Problem Solving, Tracking systems development & management, Marketing, Data Analytics, Universal Modeling Language (UML) | |

**PROFESSIONAL SKILLS DEMONSTRATED**

State of AlaskaMay 2008-Present

**Senior Service Technician**

* **66% improvement** of workflow processes via macro programming & process design
* **85% increase** in data collection, clean up & notification efficiency
* **Generate Reports** using ad hoc tracking system & report manager to solve problems or track data for the team
* **Design and Develop Official Application Forms** for Medicaid Waiver Programs
* **SharePoint** **Administrator** for Unit & Division sites; develop tracking tools, subject matter expert archiving
* **Provide detailed technical assistance** to members of the public, managerial and technical users

Nine Star Education & Employment April 2006-April 2008

**Computer Instructor**

* **Instruct individuals** in basic computer skills & Microsoft Office applications
* **50% improved time management;** reduce management’s information systems data entry
* **Collect and present** computer student statistics & career development data

**RELEVANT PROJECTS**

**Settings compliance** Phase I: development of a single tool to capture data, consolidate it, and generate individualized remediation notices. Phase II:development of a macro to take approximately 1000 final notices to a mass email merge of PDF files. Phase III: take responses, add approvals or denials to original response and embed the final files in the original workbook. This includes documenting the process and training the team. The streamlined process is reducing workload on the team of 3 by 66%.

**Database Record Maintenance:** continual searches and requests for data merges and clean up ensuring record completion and accuracy especially during conversion process to new system. Additions, activations, updates, merges and deactivations of over 1000 records per year.

**EDUCATION**

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

Microsoft Office Master Certification