**Objective** To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
* Proficient in the use of various resources to research topics pertinent to business or employment
* Streamlined Management Information Systems input, reduced time consumption by 50%
* Savvy with planning and marketing ideas for businesses
* Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
* Establish positive and consistent customer relations
* Develop curricula, and plan course content and methods of instruction
* Create templates used for generating reports and statistics

**Skill Sets**

**Business Owner**

* Research and write business, marketing and merchandising plans
* Set project goals, determine risks, prepare contingency plan and timeline for achievement
* Review financial statements, sales and activity reports
* Attend staff conferences to provide management with information and proposals
* Collect and analyze data on customer needs, and buying habits to identify potential markets
* Seek and provide information to help companies determine their position in the marketplace
* Keep up with developments in area of expertise by reading current books & articles
* Design, develop, and market products and services
* Measure and assess customer satisfaction

**Business Marketing**

* Design, develop, & market products & services
* Measure the effectiveness of marketing, advertising, and communications programs and strategies
* Gather data on competitors and analyze their prices, sales, and method of marketing and distribution
* Monitor industry statistics and follow trends in trade literature or online
* Design, build, & maintain web sites, using ethical search engine marketing techniques
* Develop web site maps, & page templates that meet project goals

**Training Specialist**

* Develop and deliver distance education curriculum to special needs students
* Present lectures and conduct discussions to increase knowledge and competence
* Aid students in preparation for the Microsoft Office Specialist exams
* Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
* Offer specific training programs to help workers maintain or improve job skills
* Monitor, evaluate, and record training activities and program effectiveness
* Attend meetings and seminars to obtain information for use in training programs
* Answer student questions about various computer software packages
* Observe work to determine progress, provide feedback, & make suggestions for improvement

**Career Development**

* Input confidential client information into File Maker Pro via Citrix
* Assess clients for barriers and brainstorm ways to overcome them
* Interview applicants to obtain information on work history, training, education, and job skills
* Conduct job-matching to find good fit between clients and hiring companies
* Draft and edit resumes, cover letters and other business correspondence
* Establish & maintain relationships with businesses to stay abreast of hiring needs
* Direct clients to appropriate resources and assist clients in their use of outside assistance
* Assist clients in registration for & use of the ALEXSYS system for the Department of Labor

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| **Relevant Work/Volunteer History** |  |  |
| **Employment Mentor/ Computer Instructor** | Nine Star Education & Employment Services | Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Marketer** | Integrity Designs | Wasilla, AK |
| **Graphic Designer** | Miniature Doll List | National |
| **Operations Assistant** | Shirley’s Creative Designs | South Lake Tahoe, CA |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |
| **Education, Certifications, Professional Organizations & Awards** |  |  |
| **B.S. Business Management / Office Applications (double concentration - seeking)** | Charter College | Anchorage, AK |
| **Dean’s List-Current** | Charter College | Anchorage, AK |
| **Microsoft Office Specialist Word 2003** | Certipoint | Anchorage, AK |
| **Association of Information Technology Professionals** | Charter College | Anchorage, AK |
| **Website Development & Design** | GNC Web Creations | Water Valley, MS |
| **MS Office 2002 Certificates** | National Computer Science Academy | Dallas, TX |
| **First Aid/CPR** | American Red Cross | Anchorage, AK |
| **Certificate – Fashion Design** | Solano Community College | Suisun, CA |
| **Alpha Gamma Sigma Honors Society (Lifetime Member)** | Solano College | Suisun, CA |
| **Fashion Design** | Brooks College Fashion Design | Long Beach, CA |