***EXPERIENCE***

***Do I want achievements here? Or just a list of positions with dates and places?***

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Office Assistant II May 2008 to Present

**Professional Achievements**

* Convert New Provider Certification Application to fill in PDF for public use
* Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

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

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

**Professional Achievements**

* Reduce Management’s information systems data entry 50%
* Statistic tracking & reporting for internal use & grants

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

*Web Based*

**Professional Achievements**

* Published author of 2 books and 6 articles in various magazines
* Product development
* 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, content development & information management
* Topic research
* Site marketing and social media management

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

*Web Based*

**Professional Achievements**

* Article Writing, content development & information management
* Topic research
* Site marketing and social media management

***Coffee Institute***

**Additional Work**

House of Fabrics

Camp Rotary

Computer Tutor

Hamilton Stores

Steamboat Ski Corp

Wal-Mart

Michael’s

Marine World

**Volunteer Work**

* PRIDE Program Rasmussen - Grant Writer 2008
* Chugiak Children's Services Head Start - Classroom Aide 2004
* www.integrity-designs.com - Web site Marketer 2003
* [www.minidolllist.com](http://www.minidolllist.com/) - Graphic Designer for 2003
* Shirley's Creative Designs - Production Assistant July 1992 to 2002

***SKILLS***

***Business Management***

***Link to post regarding skill set with further details as if describing for job interview***

***Add skills retail, event planning & management, merchandising, customer service, inventory management***

***Organize skill sets by best to worst? By favorites? Sub categories? Most experience to least? Strongest to weakest?***

* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
* Team Lead for up to 3 volunteers
* Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
* Collect & analyze data on customers to identify potential markets
* Research & write business, marketing, & merchandising plans
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Project management including task management, goals, timelines and GANTT Charts

***Marketing***

* Search engine submission, classified ad placement, online groups marketing where appropriate.
* Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
* Develop advertising for various business websites
* Write marketing plans for businesses

***Web Site Development***

* Web site design & maintenance
* Install & maintain Wordpress sites
* Troubleshoot hosting issues
* Write & post various articles or pages on multiple sites
* Manage & update up to 16 sites & blogs
* Track keywords, visitors & other analytical data for each site
* Proficient in white hat SEO techniques

***Computers***

* Communicates effectively with both technical & non-technical users
* Software & hardware user support
* Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
* Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
* Create templates to generate reports
* Input client data & statistics into database
* Develop Statistics report for use in grants
* Develop training materials for various processes, present to co-workers & management
* Design charts & graphs for Department, State & Federal reports
* Provide team with weekly charts showing application processing status
* Design, develop & maintain multiple websites & blogs
* Manage two group e-mail boxes in addition to primary & secondary inbox

***Software & Programming***

* HTML, CSS, WordPress
* Javascript, Visual basic, BASIC A, Perl
* Corel Draw, Inscape, Gimp, Paint Shop Pro
* MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
* Visio, Star UML, Dia,
* Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
* HTML, CSS, Visual Basic, JavaScript, Perl
* Chrome, Firefox, Opera, Internet Explorer
* File Maker Pro, Citrix, Dreamweaver

***Administrative***

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public
* Process all incoming mail & any special handling for outgoing mail
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness & updating databases as required
* Responsible for the CPR & First Aid training waivers processing
* Monitor compliance with the new requirements for training
* Backup for receptionist; dealing with callers in crisis or seeking information
* Provide technical assistance within scope of Quality Assurance, Provider Certification
* Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
* Develop specific process for processing archival & offsite storage of files
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Adjust workflow to complete critical tasks in a timely manner
* Procurement of supplies for equipment & team

***Career Development***

* Confer with clients to determine what program will be most helpful
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

***Creative***

* Assist with craft projects in a school  & camp setting
* Develop classes & teach as a Camp Counselor for elementary & Jr High students
* Design display cards for St Louis Miniatures Museum display September 2003.
* Design Library Cards for the Miniature Doll University.

***Writing- Business, Creative & Technical***

* Graphic art
* Studio style photography
* Seamstress
* 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
* Proofread for grammar, style, content & spelling
* Grant writing based on data, knowledge & interviews with SMEs
* Follow guidelines for APA term papers
* Maintain records of files & version controls
* Policy & procedure development

***Teaching***

* Provide additional adult supervision & support to 20+ student pre-school classroom
* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting
* Develop class curriculum
* Teach computer classes to adults
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Distance Education Teacher for pattern drafting classes
* Yard duty including maintaining observation of rules by youngsters
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills

***ACHIEVEMENTS***

By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SHAREPOINT

***PROJECTS***

DESCRIBE MAJOR PROJECTS FROM DOLL PATTERNS FOR MAGAZINES TO LARGE WORK PROJECTS LIKE ARCHIVES HAB AND SHAREPOINT EACH CAN BE A POST DESCRIBING THE PROCESS FROM CONCEPT TO CURRENT STATUS THIS PAGE SHOULD BE A LINK PAGE FOR EACH POST

***EDUCATION & TRAINING***

List Bachelors together then Associates then Certificates then classes

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](http://www.gnc-web-creations.com/) 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***

Group SOA trainings together name & year

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

Training

Advanced SharePoint

Introduction to Share Point with Lab

State of Alaska Senior & Disabilities Services April 2011

HIPAA Security 201 Training

State of Alaska Senior & Disabilities Services March 2011

Introduction to Supervisor Training

 March 2011

Basic Care Coordination Training for Quality Assurance

State of Alaska Senior & Disabilities Services March 2010

Introduction to Office 2007

State of Alaska Senior & Disabilities Services May 2009

***Organizations, Memberships & Workshops***

Organize newest to oldest

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

Professional Memberships

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

***Other***

***PDF documents***

***Screen shots of projects***

***Scans of magazine articles***