***EXPERIENCE New***

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

Office Assistant II

May 2008 to Present

Anchorage, AK

***Nine Star Education & Employment***

Career Development Mentor & Computer Instructor

April 2006 to April 2008

Anchorage, Alaska

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

Owner, Webmaster, Author

1996 to present

***Additional Work Experience***

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

Site Owner

2008-Present

[Alaska Office Specialists](http://www.alaskaos.com/)

Site Owner

2008-Present

[Coffee Institute](http://www.coffee-institute.com)

Site Owner

2008-Present

***Michael’s Arts & Crafts***

Cashier, Stock Clerk, Events Coordinator

Portland, OR

***New Marine World Theme Park***

Outback Gift Shop Clerk

Vallejo CA

***Steamboat Ski Corp***

Food Service Cashier

Steamboat Springs, CO

***Hamilton Stores***

Fountain Cashier

Steamboat Springs, CO

***Solano College Fashion Design Department***

Computer Tutor

Suisun, CA

***Camp Rotary***

Arts & Crafts Counselor

Boxford, MA

***Marine World***

Food Service Cashier

Vallejo, CA

***House of Fabrics***

Floor Clerk

Fairfield, CA

***Volunteer Work***

***PRIDE Program Rasmussen***

Grant Writer

2008

***Chugiak Children's Services Head Start***

Classroom Aide

***www.integrity-designs.com***

Web site Marketer

[***www.minidolllist.com***](http://www.minidolllist.com/)

Graphic Designer

***Shirley's Creative Designs***

Production Assistant

***SKILLS New***

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

1. Policy & procedure development
2. Maintain records of files & version controls
3. Write technically detailed, illustrated instructions for processes & doll patterns
4. Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
5. Proofread for grammar, style, content & spelling
6. Grant writing based on data, knowledge & interviews with SMEs
7. Follow guidelines for APA papers

***Computers***

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Create templates to generate reports
5. Develop Statistics report for use in grants
6. Develop training materials for various processes, present to co-workers & management
7. Design charts & graphs for Department, State & Federal reports
8. Design, develop & maintain multiple websites & blogs
9. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
10. Input client data & statistics into database

***Software & Programming***

1. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
2. SharePoint (site owner)
3. Visio, Star UML, Dia,
4. Corel Draw, Inscape, Gimp, Paint Shop Pro
5. HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
6. Chrome, Firefox, Opera, Internet Explorer
7. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
8. File Maker Pro, Citrix, Dreamweaver

***Administrative***

1. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
2. Adjust workflow to complete critical tasks in a timely manner
3. Develop specific process for processing archival & offsite storage of files
4. Brainstorm ways to streamline the administrative processes
5. Procurement of supplies for equipment & team
6. Answer phones & questions from the public
7. Process all incoming mail & any special handling for outgoing mail

***Business Management***

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Research & write business, marketing, & merchandising plans
4. Project management including task management, goals, timelines and GANTT Charts
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Collect & analyze data on customers to identify potential markets

***Teaching***

1. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
2. Develop class curriculum
3. Teach computer classes to adults
4. Teach goal setting workshops
5. Develop basic computer classes or work one on one with students to develop skills
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Assist with craft projects in a school  & camp setting
10. Develop classes & teach as a Camp Counselor
11. Provide additional adult supervision & support to 20+ student pre-school classroom
12. Yard duty including maintaining observation of rules by youngsters

***Web Site Development***

1. Web site design & maintenance of hand coded websites
2. Install & maintain WordPress sites
3. Proficient in white hat SEO techniques
4. Track keywords, visitors & other analytical data for each site
5. Troubleshoot hosting issues

***Marketing***

1. Write marketing plans for businesses
2. Develop advertising for various business websites
3. Search engine submission, classified ad placement, online groups marketing where appropriate.

***Career Development***

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

***Additional Skills***

1. Trouble shoot pattern drafting problems
2. Draft patterns, computer trouble shooting

***Linked In***

* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Master Certified Office 2003, SharePoint (site owner)
* Visio, Star UML, Project,
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Train additional staff on various processes & assign tasks overseeing accuracy
* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Write technically detailed, illustrated instructions for processes & doll patterns
* Distance Education Teacher for pattern drafting classes
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets
* Web site design & maintenance of hand coded websites
* Install & maintain WordPress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Develop class curriculum
* Teach computer classes to adults
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Confer with clients to determine what program will be most helpful
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

***Duties new page***

1. Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
2. Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
3. Provide team with weekly charts showing application processing status
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
6. Team Lead for up to 3 volunteers; training & assigning tasks, checking work as needed
7. Screen Certification Packets, checking for completeness & updating databases as required
8. Manage multiple group e-mail boxes; directing messages or resolving issues as needed
9. Write & post various articles or pages on multiple sites
10. Manage & update up to 16 sites & blogs
11. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
12. Responsible for the CPR & First Aid training waivers processing
13. Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
14. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

***ACHIEVEMENTS new page***

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.
3. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
4. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
5. Cut Management Information Systems input time by 50%
6. Develop over 100 miniature & small doll patterns

By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SHAREPOINT

***PROJECTS new page***

**Dolls In Miniature**

Smocked Dress

**International Doll**

Kitty

Bo Peep

**Dolls, Bears & Anywears**

**ARCHIVES procedure development**

**Habilitation Homes project from Idea to implementation**

**SharePoint Website Plan Development & Implementation**

***EDUCATION & TRAINING***

**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***

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

***Training***

**State of Alaska**

Advanced SharePoint for Site Owners & Power Users June 2013

Introduction to Share Point with Lab April 2011

HIPAA Security 201 Training March 2011

Introduction to Supervisor Training March 2011

Basic Care Coordination Training for Quality Assurance March 2010

Introduction to Office 2007 May 2009

***Organizations, Memberships & Workshops***

Balancing Life & Work with 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***

***EXPERIENCE Current***

***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**

1. Convert New Provider Certification Application to fill in PDF for public use
2. Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
3. 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**

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

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

*Web Based*

**Professional Achievements**

1. Published author of 2 books and 6 articles in various magazines
2. Product development
3. Website design, development, & marketing
4. Curriculum development for online classes

**Additional Work**

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

*Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management

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

*Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management

***Coffee Institute***

House of Fabrics

Camp Rotary

Computer Tutor

Hamilton Stores

Steamboat Ski Corp

Wal-Mart

Michael’s

Marine World

**Volunteer Work**

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

***SKILLS Current***

***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?***

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

***Marketing***

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

***Web Site Development***

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

***Computers***

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

***Software & Programming***

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

***Administrative***

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

***Career Development***

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

***Creative***

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

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

1. Graphic art
2. Studio style photography

* Seamstress

1. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
2. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
3. Develop over 100 miniature & small doll patterns
4. Proofread for grammar, style, content & spelling
5. Grant writing based on data, knowledge & interviews with SMEs
6. Follow guidelines for APA term papers
7. Maintain records of files & version controls
8. Policy & procedure development

***Teaching***

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

Support staff for Provider Quality Assurance & Compliance

Reports for Centers for Medicaid & Medicare Services, State Commissioner, Department of Health & Social Services, and Provider Certification Quality Assurance Unit

Brainstorm process improvements, make suggestions, implement approved plans, & write technical documents for process revising as necessary.

UML diagrams of process to show flow of steps and order is correct

Team Lead for up to three volunteers

Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes, & designing of new application, forms

Set project goals, determine risks, prepare contingency plan, & time line for achievement

Project management including task management, goals, timelines, and GANTT Charts

Brainstorm ways to streamline the administrative processes

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

Compare data from Access Database and update main database in multiple locations

Responsible for the CPR & First Aid training waivers processing and tracking

Monitor compliance with the new requirements for training

Backup for receptionist; dealing with callers in crisis or seeking information

Provide technical assistance to providers within scope of Quality Assurance, Provider Certification

Develop specific process for processing archival & offsite storage of files

Ability to understand, analyzes, apply, & explain complex program statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner

Procurement of supplies for equipment & team

Manage small business including product development, class development, web design & maintenance, marketing & budget

Develop over 100 miniature & small doll patterns, including diagrams and technical detailed instructions

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

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 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

Design display cards for St Louis Miniatures Museum display September 2003.

Design Library Cards for the Miniature Doll University.

Graphic art

Studio style photography

Seamstress

Proofread for grammar, style, content & spelling

Computer Skills:

Dreamweaver, HTML, CSS, WordPress

Javascript, Visual basic, BASIC A, Perl, HTML, CSS,

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

Chrome, Firefox, Opera, Internet Explorer

Streamlined Management Information Systems input, reduced time consumption by 50%

Savvy with planning & marketing ideas for businesses

Skilled in the use of Microsoft Office2003, Project 2003, Dreamweaver, Linux SUSE & UBUNTU

Excellent planning, research, and technical writing skills

Develop class curriculum according to general guidelines

Ability to communicate with both technical and non-technical users

Collaborate with coworkers & supervisors concerning ways to streamline administration

Create templates used for generating reports & statistics

Answer phones & address questions from the public

Input confidential client information into File Maker Pro via Citrix

Assess clients for barriers & brainstorm ways to overcome them

Draft & edit resumes, cover letters & other business correspondence

Direct clients to appropriate resources & assist clients in their use of outside assistance

Conduct job-matching to find good fit between clients & hiring companies

Technical

• Reduce Management's data entry workload by 50%

• Streamline administrative processes, database improvements

• Effectively explain ideas & information to both technical & managerial users

• Project management including; task management, goals, budgets, timelines & GANTT Charts

• Design & implementation of the Habilitation Homes project to connect licensed homes with recipients & certified agencies