***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 Center 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

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

2004

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

Web site Marketer

2003

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

Graphic Designer

2003

***Shirley's Creative Designs***

Production Assistant

July 1992 to 2002

Alpha Beta Kappa

## Dean’s List

Charter College – Anchorage, AK – June 2006 to April 2009

## Alpha Gamma Sigma Honors Society (Lifetime Member)

Solano Community College Suisun , CA - May 1997

## Alaska State Fair – Little Bo Peep & her Sheep 1st place 2005

Pattern published in October 2005 issue of International Doll Magazine

## Anaheim Doll Show – Letha Marie Doll Costume 2nd place 1995

Historic costume from 1889 including undergarments for 3 ft 10 doll

***SKILLS New***

***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

***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

***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**

***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***

# Sample Resume- Kris Kringle

Even Santa should have a good resume. This was a sample resume created to make clients and co-workers alike smile at the collection of skills that Kris Kringle has.

===================================================================

#### Kris Kringle

Phone: (555) GOOD-KID

North Pole

E-mail:santa@santaclaus.com

Objective: To obtain a full time position in Senior Management

#### Qualifications Summary

* Twinkling eyes, merry dimples
* Cheeks like roses, nose like a cherry
* Little round belly that shakes when he laughs like a bowl full of jelly
* Knowledgeable connoisseur of milk and cookies
* Works extremely well with every culture and background on the planet
* Experienced in care, feeding and direction of reindeer

**Relevant Skills and Experience**

#### CEO

* Over 100 years experience supervising indeterminate number of employees
* Known for highest toy production rates on the globe
* Maintains production for constantly increasing clientele base
* Consistent timely production rates
* Provided compassionate work environment for height challenged

#### Analysis

* Knows when clients are sleeping
* Knows when clients are awake
* Knows who has been bad or good

#### Time Management

* Utilizes reverse time management to accomplish undetermined number of tasks in a single day
* Maintains strict production schedule
* Excellent project management skills
* Willing odd and unusual hours including holidays

#### Relevant Work/Volunteer Experience

Santa Claus North Pole Toy Factory North Pole

#### Education & Training

PhD Child Psychology World University

# Thoughts on Resume Skills

Technically, I am a Administrative Clerk or Office Assistant which says files and phones BUT I have many more skills and my supervisors and bosses tend to put those skill sets to good use. Over the last 6 months I’ve done a number of projects that are out of my scope of my job description and while riding the bus for my morning commute I was thinking about it all. When I got to work (early as usual now) I wrote down some of the ideas I’d had coming in. I’m going to add a number of these to my resumes, portfolio website and even add some of the specific projects in excerpts of course.

My latest in projects includes:

* Develop color coding systems to make reporting from various spreadsheets quicker and easier
* Analyze data to ensure accuracy in reports
* Suggest changes to format or content of reports, letters, charts and data systems
* Query databases to collect data for reports, graphs, charts or mail merges
* Format federal level reports, graphs and charts making continuous use easy for repetitive reports
* Develop draft policy & procedures for clerical duties including file plans and archive policy
* Develop tracking systems used for new processes until a formal solution is developed
* Beta test formal solutions providing feedback for improvement
* Provide technical assistance to co-workers only escalating problems that require admin permissions
* Maintain unit equipment clearing jams and replacing parts & supplies as needed
* Develop and maintain color coded e-mail system
* Reconcile multiple sources to create an accurate list for mail merges
* Data entry for CIRs & Training data
* Perform complex calculations to generate correct data for State & Federal reports

All of these projects or skills were used in the last 6 months. I’ve done things for senior management and my unit with kudos coming back to me directly from those I’ve helped. I was a well kept secret until the temporary unit manager became the division director… the cat’s out of the bag!

I’m going to keep thinking about what I do, what projects I’ve been involved in and new skills I’ve learned and keep an eye out for something that encompasses what I do well and enjoy!

Tag

# Was it worth it?

Was it worth it to study for my Microsoft Office 2003 Certifications? In short, YES! Although almost as soon as I got the 6th one the State upgraded to Office 2007 which had some big changes. At first I resisted but as the Borg say “resistance is futile” and besides once you get used to the new layout there are some really great things that 2007 can do.

Office 2003 had it’s quirks and made a great tool to learn the advanced topics such as mail merges and charts but 2007 is easier to use. I studied for months to learn all the ins and outs of Pivot Tables and Mail Merging and the time was well spent even though I no longer use the older program. I now use both Mail Merge and Pivot Tables liberally at work. In fact, it has changed how my unit does things dramatically saving time and energy for the unit.

One letter at a time for addresses and labels is just too tedious for a grouping of 30+ letters that have to go out once a month… a half day’s work for one person… what a waste that was! We now mail merge large mail outs that have to go snail mail and just today got the go ahead to mail merge to email! What a time & money saver that will be!

Hand counting specific forms and then reporting on it without graphics to aid in understanding… a thing of the past! Our databases can generate the reports and Excel tweaks the results into something visual that can be understood easily by everyone!

Will I seek the 2007 or the 2010 certifications? I’m unsure right now but I know having a deeper understanding of the more advanced features is well worth the effort of learning!

# 12 Ways to do someting…..

**12 ways to make people SMILE!**

1. Thank random people in uniform for their service to society. You may end up making a new friend or learning something about the world from someone with firsthand experience. (did you know it snowed in Afghanistan recently and the trucks freeze shut requiring our troops to chip ice off the hard way… no ice scrapers! Said vet learned that rubbing alcohol will melt ice easier and help them get into their trucks faster!) Another time I stopped a police officer coming out of the court house in downtown and thanked them. I got a seriously confused officer who questioned “Thank you for what?” “Protecting the people” there were tears in his eyes and a smile, no one had stopped him and simply thanked him for doing what he does for a living like that. I got the feeling he’d just come out of a bad court room case and really needed the pick up!
2. Keep fun treats in your office that are to share. Licorice, lemon drops, M&M’s, peanuts, are all great items to keep handy….It’s fun to watch a boss act like a little kid when they see there’s a favored treat available…. Their guard goes down just for a second and they are very human about it which for me gives a glimpse of the real person not just the professional I know.
3. Teach your children to entertain themselves by making faces at other drivers when stopped at red lights. My kids did this to a police officer just as the light turned green… she had trouble driving through the intersection she was laughing so hard!
4. Send a funny e-card to various people in your address book
5. Leave a random small treat on a co-worker’s desk in a random “run by chocolating” or “run by treating”. My co-workers do this to me because I do it to them!
6. Compliment your boss on something you really like about their supervisory style
7. Compliment someone’s outfit or a part of their outfit
8. Buy treats at lunch and then offer one to the clerk you just bought them from
9. Give the commuter bus driver a break when you know he’s been on the road for a couple hours and needs a bathroom run and there’s time before you have to take off. It doesn’t take much to keep a head count and open the doors for other passengers and they LOVE the opportunity to stretch!

10. Take a plate of goodies from a work potluck to the receptionist who didn’t get to go OR go down and give her a quick break so she can go!

11. Take a random coffee run with co-workers and then pay for a co-worker’s treat despite protests. I have a couple people I go for a random coffee run with and it’s funny to watch a boss protest when those they supervise treat them to a coffee and get the response “you can have your turn the next time I’m in need of a coffee run like this” we all take turns spoiling each other.

12. Bring home a random but unique goodie to your significant other. I found some cherry flavored jelly beans just before Valentine’s Day by a brand I’d never heard of and they turned out to be super good. I only got one bag and when I went back for more they were all gone!

# Argument Construction

### Argument Construction 4.3– this is a worthy assignment and useful information

Knowing your topic and knowing what you want to convey to your audience is incredibly important in the process of constructing an argument. You need to understand key elements in the process of constructing your argument. Some of these points will be covered here.

First and foremost what is your topic? Who is your target audience? What do you want them to get out of your writing?

**On the first idea– define your topic.**

* Do you know what the specific topic is? A general topic is a good start but within a general topic are a large list of specific topics. Define what specific idea you are writing about.
* Is the topic suitable for the assignment you are faced with? If your topic is broad you need to pick specific points to hit on and then support your ideas with facts. It should match with who ever gave you the writing assignment. If you’re not sure then check back with the person who gave you the topic to write on for additional guidelines.
* What is my opinion on the topic? Do I even have an opinion? If you don’t then start reading about the topic and form an opinion so that you can intelligently write on it.
* How might others disagree with my opinion? Discuss or read about other points of view on the topic.
* Can I change their opinion to match mine? This is possible if you’re passionate about the topic and know your facts.
* Can I support my opinion with evidence? Always keep a list of sources of information even informal conversations with co-workers and friends. Everyone has an opinion of some form and it may or may not agree with your own. Be open to listening to what others have to say, your opinion might change.

**Identify your audience.**

Is your audience a broad one. For this writing assignment it is for the professor but also there is a good chance that others will read it so it is also for classmates. Since it’s a blog online then it’s also for the search engines and those who might read it through searches for keywords. I would not normally format my own notes like this but my audience is a large one and thus my notes on this chapter are different based on the audience.

**Structure the Argument**Begin by thinking about the main idea of the argument or topic. What is the purpose of your writing about the topic? If it’s just for an instructor and just an assignment see if you can find another topic that you have an interest in. The more you are interested in learning about your topic the more fun it can be to write about your topic.

An outline is an incredibly useful tool in figuring out how to write a paper or essay. Currently I have an essay in Alaska History to do. My outline for the essay might be as follows:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **Major Idea**– Russians in Alaska and their impact on the Natives of Alaska | | | | | | | | | | |
|  | | a. | | Supporting Idea— | | | | | | |
|  | | | | i. | | Supporting Detail | | | | |
|  | | | | | | 1. | | Minor Idea | | |
|  | | | | | |  | | a. | | Supporting Detail |
|  | | | | | | 2. | | Minor Idea | | |
|  | | | | | |  | | b. | | Supporting Detail |
| 2. **Major Idea**– Spanish in Alaska and their impact on the Natives of Alaska | | | | | | | | | | |
|  | a. | | Supporting Idea— | | | | | | | |
|  | | | i. | | Supporting Detail | | | | | |
|  | | | | | 1. | | Minor Idea | | | |
|  | | | | |  | | a. | | Supporting Detail | |
|  | | | | | 2. | | Minor Idea | | | |
|  | | | | |  | | b. | | Supporting Detail | |
| 3. **Conclusion** | | | | | | | | | | |

Now while this paper is still in it’s early phases I have a general idea in mind for it especially since it’s a logical paper and a comparison opinion type paper digging for the main idea of the articles used for sources.

Once I have thoroughly read the articles once more and know my material well I’ll fill in the outline more and write the essay more efficiently. Now I do not use the outline method as shown above other than as a mental thing in the imagination. I can visualize this outline and generally fill in the blanks as I am writing. Others I know must have an outline to work from in order to write. It’s all personal preference.

Picking your types of argument is based on the assignment for the piece your are writing. There are 3 main ways to structure the argument. These are:

* **Classical**
  + **Introduction, statement of background, proposition, proof, refutation and conclusion**
* **Rogerian**
  + **Introduction, summary of opposing views, statement of understanding, statement of your position, statement of contexts, statement of benefits**
* **Logical**
  + **Inductive Reasoning**
    - **experiences, anecdotes, statistics and quotations**
  + Deductive reasoning
    - identify conclusion, examine reasons carefully, formulate premise

Any of these methods and formats will work for a majority of papers, however there are always exceptions to the rules along with ways to combine each method with other methods.

# What do you want in a career/job?

What would you want in a job? What kind of workplace are you interested in joining? Interesting topics to ask for in a cover letter. Recently the first question was asked in a job posting for an Office Manager as part of a short cover letter. I had a nice reply but feel that there is more to me than what a “short cover letter” can explain. In fact, this is a great question to ask someone looking for a job.

Personally, I’m looking for a cooperative team of individuals who know what their functions are but are basically cross trained to do it all if a team member is out for a day or on vacation for a while. A team that communicates and helps each other out and shares the skills they have so that everyone can do everything, perhaps not as well as the specialist but at least passable in a pinch. A sharing of skills, giving and taking and supporting each other all while keeping the office or business running smoothly.

I’m looking for a team that brainstorms, considers and chooses a decisive approach to a problem instead of languishing and procrastinating on the issue until it has to have a forced decision “right NOW”. A proactive approach to a problem. Under a corrective action, a new process is formed and data by the ton is collected… that’s a great thing but what are we going to do with the data, how will we control it’s collection, what will happen when we outgrow the system we’re using to collect it? I watched my current team go through this process over the last couple years. I’d asked the questions at the start of the process, then watched management go through the painful process of implementing new systems and rep0rts on the fly to satisfy the requirements placed on them by external regulators. Asking the hard questions and planning for the future is an important concept. Spending a lot of time on it early on, not necessarily a good idea but having a brainstorming session that can be reviewed in the future for ideas is a good one. A proactive workplace!

Continuous learning, new industries, new skills, new markets. I love learning a new skill or just about something. It doesn’t matter if it’s relevant at that moment you can’t tell when a off the wall comment or discussion from your past will come back and knowing something will be of great use to someone else. Learn something new everyday.

The basics are also important, financial security, living wage, health care, retirement plans, thank yous, bonuses, raises, vacation and the like are all important but it’s the people that make a workplace somewhere you enjoy working. To take a line from a former supervisor, “Do what you do well, AND enjoy!”

# Way of the Jedi

Sue Darby  
June 6, 2008  
Statistics  
Bernard Washington

# Way of the Jedi

It started as a practical joke circulated on the internet during the census in 2001. The rumor, circulated by e-mail, was that if enough people entered “Jedi” on the census it would become an official religion. While the governments of Australia, New Zealand and the United Kingdom later denied that rumor was true, it has become an established church with more following in the last few years.

The number of people who entered “Jedi” on that first census was by country:

* Australia – more than 70,000 in 2001
* New Zealand – over 53,000 in 2001; 1.5%; dropping to 20,000 in 2006
* Canada – 20,000 in 2001 .7%
* England and Wales – 390,127 in 2001; .07% Jedi
* Scotland – 14,052, .277%

While I find this amusing it did cause more individuals to actually file the census which increased the accuracy (potentially) overall for how many people total and other demographic data.

In 2007 an official Jedi Church was setup and while the above numbers have dropped since the initial joke there is an increasing number of individuals who are Jedi Knights. In Texas there is a non-profit church that will train individuals to become Jedi Apprentices, Knights, Scholars, Masters and High Councillors. While the religion is based on Star Wars it is only loosely so. It is a faith based on peace, justice, love and learning. This particular Jedi group has 874 registered members in just the one Texas “church”.  Another more recent article puts the Jedi religion at 400,000 members worldwide.

I believe that the Church of the Jedi will only increase slightly in popularity over the coming years even though its core values are for the common good of everyone. It will almost always be viewed as a joke religion. There are many amusing sites and commentary left on each about the whole phenomenon citing Jar-jar as a door to door preacher or the amusing Photoshop picture of squirrels with light sabers making fun of the basis of the religion.

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# “Just the clerk”…. NOT!

For the last 5 years I have been the Admin Clerk II/Office Assistant I/Office Assistant II (a couple reclasses there) otherwise known as clerical support staff member, of the Division of Senior & Disabilities Services Quality Assurance Unit which has gone through a couple name changes too and is now Provider Certification & Compliance. In 5 years I have seen a number of people come and go along with retire. I have had several bosses and now a couple different supervisors too.

While my job title says “just a clerk,” I am far more than clerical support. I trouble shoot computer hardware questions such as “Why did my keyboard quit? Can you fix it?”, “What is going on with the printer? Can you fix it?” to software issues such as “Where did the setting for \_\_\_\_go? I really need to know where it went!” or “Why did it just do \_\_\_\_\_\_?” or “Do you know how to make Excel/Word/Outlook/DS3 Database do \_\_\_\_\_?” My standard answer is always “Sure I can likely fix that, give me a minute.”

I answer those kinds of questions along with “Can you fix this mechanical pencil?”, “Do you happen to have any \_\_\_\_\_\_\_\_ in your supply stash?” I also deal with our providers questions having to do with their certification applications, “How long will it take to be certified?”, “What forms do I need?”, “New Regulations? New forms? When are those going to be available?”

Beyond simple questions however, are the more complex issues. Such as the reports generated weekly telling the staff which providers have not turned in paperwork on time. How many applications we have in the unit and whose office they are in. Alternatively, how many applications we can expect and which months will busiest so we can plan on how to keep the stress levels down by sharing the load.

Other things I have done include setting up the system in Excel and entering the Critical Incident reports until IT could build a database. The spreadsheet not only tracked critical data points but also was robust enough to provide statistical data for Senior Management to use in reports for the Center for Medicaid & Medicare Services (CMS aka the Federal Gov).

Over time holes in tracking data or management’s wishes of tracking certain data sets has led to my Friday Brainstorms. One such brainstorm sparked a long-term project I am still involved in related to a hidden group of contract providers and tracking who they serve on the recipient side. It required working with the Database Administrators to identify all the data points we wanted to track and then a way to connect the contractors with the certified providers.

Another long-term project that has borne fruit just recently has to do with the Archiving and Offsite Storage of Open and Closed Provider files. It required working with managers all over the division to change the File Plan and then have it approved with the Commissioner. Once approved it has required database updates which are finally complete and finally the training of a volunteer to do data entry of several thousand files in 30++ boxes of data. This data entry project is ongoing but the big portion of the project is complete and is about to move on to the next phase for which I am designing the procedures and instructions for.

Up until recently, I also was doing a pre-screening of every application that came in… some months this was 20 but most it was 40-60 applications. This processing required not only date stamping but database entry, quickly screening to ensure all required forms and pages were present and notification of the provider of what was missing. It also in the case of new providers required record creation, setup of a Background Check Account via collaboration with the BCU and notes of what was completed and the location of whom the application had moved. This required I become familiar with the regulations and the unique requirements of multiple applications and 15 service types.

Just last week the new regulations for our most popular Medicaid Waiver Services were signed into law. To get to that point took the team 3 years of writing and designing of new forms, decisions regarding what the requirements should be and why we needed or did not need certain items. As a team, we held more than a few meetings to discuss each item in detail and interpret each requirement in as many different ways as possible. Ultimately, we now have a functional set of regulations, Conditions of Participation, and a new set of application forms that will hopefully be easier to complete for the providers and faster to process for the Certification staff.

As you can see I am not “just a clerk” as I do many more things that setup files, maintain files, and send out mail. I have higher level functions that could be considered out of my current job class and I also have the education to do many more things that just the little bit mentioned here.

# Working Smarter Not Harder. Word & Outlook’s Quick Parts

I got to thinking about how to “save” good snippets of language used in the e-mails I send and vaguely remembered a new feature that Word 2007 (earlier versions do NOT have this feature and I am not sure how it works in 2010 as I don’t work in it) has and went hunting for it in Outlook too. It’s called Quick Parts. How it works:

1.   Write something really cool that you know you’ll use over and over again

2.   Highlight it

3.   Go to the Insert tab and look for the Quick Parts drop down

4.   Add the item to the Gallery with a name of your choosing

5.   Next time you need to tell someone the same thing such as “you are missing blah blah blah”  you can simply insert the pre-written language that explains it in detail

No more wasting time typing it over and over again for common things! Thought this might help us work smarter not harder! Pass it on if you know of someone else it can help!

UPDATE: This is a feature in Outlook, Word & Excel 2010 as well!

# Battle Plan

At one point in my life I had come to a crossroads. One portion of my life was ending and another just starting. Overwhelmed by the number of tasks on my “Never ending to do list” I broke it out into a 10 page Battle Plan.

I had just started at Nine Star Education & Employment as a Career Development Mentor & Computer Instructor. My first morning I was updating my plan and my new boss walked past and became intrigued by what he saw on screen and asked me to do the morning workshop. That morning, not having any other pre-prepared materials 6 copies of my personal plan went to clients.

I spoke from the heart in my first speaking gig professionally. I outlined what I needed to accomplish and wanted to accomplish and what I had already done.

Over the coming months I would re-write it into what you see in the flash below for public consumption. Each month I updated what I had done and expand my presentation and after 2 years of Americorps I was able to cross off many items on it and “toot my horn” on how it worked. This inspired several clients who also wrote their own versions and came back to tell me that it did work.

While I no longer work for Nine Star I know for a fact that my Battle Plan is a regular workshop given by my former bosses and passed on to clients and others.

I have since moved on to creating even more specific Battle Plans for projects in my life. I have one for my websites & businesses, one for my children, one for buying a house (completed in 2010) and my personal one.

If you find that this idea is of use to you, wonderful. Please let me know as I love knowing that my ideas inspired others.

[swfobject]120[/swfobject]

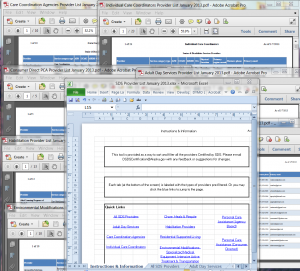
[Processes and Projects »](http://sue-a-darby.com/processes-and-projects/)

# Resume Styles

As  I hunt for a new job, I am having a little fun with new styles of resumes. I love the logo thanks to my beloved George. I like the green… gee can you tell? What I need to know is what others think of the layout. Because of screens and such I have my [Logo Green Resume 6-2013](http://sue-a-darby.com/wp-content/uploads/2013/06/Sue-Darby-Logo-Green-Resume-6-2013.pdf) for download & viewing. Please leave me a comment with constructive criticism!



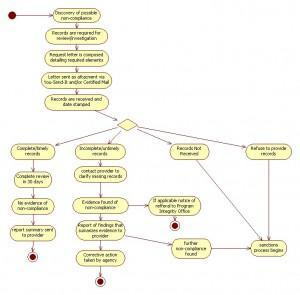
# Processes and Projects



The old process of building the monthly Provider List. It was fairly complex until the Research & Analysis Unit built me a report that requires far less modifications to the data.



I have been monitoring the QA and Certification mailboxes for the last 5 years. There is a variety of items that move through the system and my job is to ensure that the flow of work makes it to the correct people or take care of it myself as much as possible. Updates to providers information, CPR Waivers, Investigation Reports, Background Check correspondence and other correspondence flows swiftly viat this pair of additional mailboxes.



I work in Certification & Compliance which frequently has requests for records. My co-workers and supervisor depend on me to know where a file is and to get a copy, sometimes redacted, to the right people as fast as possible.  
I have convinced the Department of Law and Medicaid Fraud Control that for provider records it is acceptable to send them via scanned emails. For client records we use Direct Secure Messaging. By e-mailing requests it not only saves trees, ink and the copier but a lot of time and postage. One of my first Records Requests had to be over nighted from Anchorage to Fairbanks at a cost of over $200 plus paper and the time it took me to continually monitor the machine and repair it or reload it with paper. The final amount of paper filled a case of paper box.  
A records request is actually one of the easier processes I currently handle.

# Blog & Website Network

|  |  |  |
| --- | --- | --- |
| **Sites** | **Facebook** | **Twitter** |
| [Sue’s Tiny Costumes](http://www.suestinycostumes.com/) | [Sue’s Tiny Costumes](http://www.facebook.com/pages/Sues-Tiny-Costumes/102206697084) | [STC Dolls](http://twitter.com/STCDolls) |
| [Sera’s Writing Spot](http://sera-and-justice-together.com/) | [Sera’s Writing Spot](https://www.facebook.com/pages/Seras-Creative-Writing-Spot/152642981413475) |  |
| [Sue A Darby](http://www.sue-a-darby.com/) | [Sue Darby, BS, MOS](http://www.facebook.com/pages/Sue-Darby-MOS-BS-Business/220588770437) | [Sue Darby](http://twitter.com/suedarby) |
| [Sera & Justice Together](http://sera-and-justice-together.com/) | [Sera & Justice Together](http://www.facebook.com/pages/Sera-and-Justice-Together/117189004957852#!/pages/Sera-and-Justice-Together/117189004957852?v=wall) |  |
| [J. Darby Writer](http://justice.sera-and-justice-together.com/) | [J. Darby, Writer](http://www.facebook.com/pages/J-Darby-Writer/122543807762335) |  |
| [Kidisms](http://mom.sera-and-justice-together.com/) | [Kidisms](http://www.facebook.com/pages/Kid-isms-of-Sera-Justice/112405965442212) |  |
| [Books, Music & More!](http://www.books-music-more.com/) | [Books, Music & More!](http://www.facebook.com/pages/Books-Music-More/98684787219#!/pages/Books-Music-More/98684787219?v=wall) | [Books, Music & More](https://twitter.com/#!/BooksMusicMore) |
| [Alaska Office Specialists](http://www.alaskaos.com/) | [Alaska Office Specialists](http://www.facebook.com/pages/Alaska-Office-Specialists/122550815490) |  |
| [Coffee Institute](http://www.coffee-institute.com/) | [Coffee Institute](https://www.facebook.com/pages/Coffee-Institute/188751797802408) | [@CoffeeNewsInst](https://twitter.com/CoffeeNewsInst) |

***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

Design plan for unit SharePoint as Site Owner; plan, & create pages, document libraries

Effectively explain ideas & information to both technical & non-technical users

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 improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization

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

Develop process for archival & offsite storage of files including training materials & procedure development

Develop plan to create database connections for previously invisible information working with management & IT