**Greatest Strengths and Abilities**

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

**Skill Sets**

**Business Owner**

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

**Business Marketing**

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

**Training Specialist**

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

**Career Development**

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

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