# Skills

## Computers, Software & Programming

* Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
* Communicates effectively with both technical & non-technical users
* Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
* Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
* Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
* Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

## Business Management & Marketing

* Manage small business including product development, class development, marketing & budget
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Participate in work groups for new regulations & new application
* Participate in a variety of business promotional activities on social media, other groups & forums

## Administrative

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes, database improvements
* Screen Certification Packets, checking for completeness & updating databases as required
* Monitor compliance with the new requirements for training
* Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
* Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services
* Develop specific process for processing archival & offsite storage of files

**Experience**

## Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* Design charts & graphs for Department, State & Federal reports
* Team leadership
* Policy & procedure development
* Process streamlining
* Technical training materials

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

Nine Star Education & Employment Anchorage, Alaska

Professional Achievements

* Reduce Management’s information systems data entry 50%
* Statistic tracking & reporting for internal use & grants
* Job matching, resumes, cover letters
* Introduction to computers instruction; MS Office Certification preparation tutoring

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

Web Based

Professional Achievements

* 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
* 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
* Affiliate program links
* Research
* Marketing
* Social media management

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

Web Based

Professional Achievements

* Article writing
* Business development
* Research
* Marketing
* Social media management
* Consulting

## Volunteer Work

* PRIDE Program Rasmussen – Grant Writer 2008
* Chugiak Children’s Services Head Start – Classroom Aide 2004
* www.integrity-designs.com –Marketer 2003
* www.minidolllist.com – Graphic Designer for 2003
* Shirley’s Creative Designs – Production Assistant July 1992 to 2002

## ***Education***

***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 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***

**Introduction to Share Point with Lab** State of Alaska Senior & Disabilities Services April 2011

**HIPAA Security 201** State of Alaska Senior & Disabilities Services March 2011

**Introduction to Supervisor Training** State of Alaska March 2011

**Basic Care Coordination Training for QA** State of Alaska Senior & Disabilities Services March 2010

**Introduction to Office 2007** State of Alaska Senior & Disabilities Services May 2009

**Organizations, Memberships & Workshops**

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

## **Professional Memberships**

**Association of Information Technology Professionals** Charter College October 2006- 2009