# Computer Skills

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| * Certified Master Microsoft Office * Windows * Corel Graphics Suite * Internet Explorer, FireFox | * DreamWeaver * HTML, CSS, JavaScript * Internet marketing * Search engine optimization * Open Source Applications |

**Employment History**

**May 2008 to Present**

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

**Office Assistant I / Admin Clerk II (Re-classed)**

* Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and develop systems to make workflow more productive for the unit
* Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, design Critical Incident Log
* Create forms, templates, and tracking processes for CPR Waivers, Critical Incident Reports, provide management with statistical data for quarterly reports based off of various tools
* Know where various people keep important information when they are out of the office
* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Track records requests and scan and burn CDs for Department of Law or other entities as needed
* Write draft Policy & Procedure for filing, critical incident reports and tracking processes

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor*

**Nine Star Education & Employment Alaska**

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input clients into File Maker Pro via Citrix
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the MOS exams
* Answer student questions about various software

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Direct clients to appropriate resources and assist in their use of outside assistance
* Assist clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conduct job-matching to find good fit between clients and hiring companies

**Business & Web Development**

**1996 to Present**

**Owner of www.suestinycostumes.com**

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Developer of over 100 miniature and small doll patterns,
* Online teacher of pattern drafting classes for dolls & miniature dolls
* Web site is over 200 pages of products and information related to miniature and small dolls.

**2009 to Present**

**The Coffee Institute -** Partner

* Small start up reviewing various coffee cafes

**2008 to Present**

**Alaska Office Specialists -** Owner

* Specializing in document creation & management and projects
* Design & develop 10 page website showcasing services offered

**2008 to Present**

**Books, Music & More -** Owner

* Reviews of various books, music and other unique items in a fun setting online.

**Volunteer Work**

**March 2003 to September 2003**

**Owner of Sue's Office Support**

* Graphic arts
* Document typing
* Database management
* Hardcopy marketing materials
* Static websites

**July 1992 to 2002**

**Shirley's Creative Designs** Volunteer

* Production sewing
* Data entry
* Graphic art
* Studio style photography
* Web site design & maintenance (not current version)
* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting

**Education**

**April 2006 to April 2009**

**Bachelors of Science With Honors**

B.S. Business Management & Technology

B.S. Business Management Practice

**Associates of Science**

A.S. Business Management Practice

Certificate Office Applications

Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**May 1997**

**Certificate of Fashion Design with Honors**

Solano Community College Suisun, CA

**Awards**

**June 2009**

**Alpha Beta Kappa Honors Society**

Charter College Anchorage, AK

**June 2006 to April 2009**

**Dean’s List**

Charter College Anchorage, AK

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College Suisun, CA

**Professional Qualifications**

# Certifications

**Microsoft Office Master** March 2009

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009

**Microsoft Office Specialist/Expert Word** March 2007/October 2007

**Microsoft Office Specialist Power** **Point** September 2007

**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK