# Computer Skills

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| * Certified Master Microsoft Office 2003 * Windows * Visual Basic .NET * Corel Graphics Suite * Internet Explorer * FireFox * Dream Weaver | * Web site design & development * Internet marketing * HTML * CSS * JavaScript * Search engine optimization * Open Source Applications |

**Employment History**

**May 2008 to Present**

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

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

* Develop tracking process for Critical Incident Reports and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
* Compile and verify statistics based off of data collected for Federal reports
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
* Archive files according to policy & procedures
* Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, Design tool for interim logging of Critical Incident Reports
* Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
* Compare addresses for provider changes using MMIS & DS3
* Create forms and templates along with databases of completed trainings, waivers and supply ordering.
* Create tracking processes for CPR Waivers, Critical Incident Reports
* Data entry for Critical Incident Reports
* Database and file FA/CPR waivers
* Edit letters, brochures & other correspondence
* Know where various people keep important information when they are out on vacation
* 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
* Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.
* Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
* Support supervisors with printing or copying of documents needed for meetings.
* Track on hand supplies and order as needed or requested
* Track records requests and scan and burn CDs for Dept of Law or other entities as needed
* Write draft P&P 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**

* Teaches goal setting workshops
* Confers with clients to determine what program will be most helpful
* Assesses clients for barriers and brainstorm ways to overcome them
* Drafts and edits resumes, cover letters and other business correspondence
* Directs clients to appropriate resources and assists clients in their use of outside assistance
* Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conducts job-matching to find good fit between clients and hiring companies

**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,
* Webmaster of 100 page site
* 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.

**Volunteer Work**

**March 2003 to September 2003**

**Owner of Sue's Office Support**

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

**2004**

**Chugiak Children’s Services Head Start**

**Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

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

**Graphic Designer for** Volunteer

* Designed display cards for St Louis Miniatures Museum display September 2003.
* Designed Library Cards for the Miniature Doll University.

**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**

**B.S. Business Management & Technology**

B.S. Business Management Practice

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

**Awards**

**Alpha Beta Kappa**

**Lifetime Member 2009**

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 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

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006

National Computer Science Academy, Dallas, TX

# Professional Organizations & Seminar-Workshops

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** 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

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com)

[www.books-music-more.com](http://www.books-music-more.com)

[www.alaskaos.com](http://www.alaskaos.com) (partner with George Davis)

[www.northern-gamers.com](http://www.northern-gamers.com) (Partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com) (assist in maintenance with daughter)