# 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