**Secretary** **~** [Alaska Coalition for Telehealth & Telemedicine](http://www.akct.org) ~ Volunteer ~ Present ~ Palmer, AK

* + Blog writing
  + Article Writing
  + Content Writing
  + Editing
  + Business writing
  + Creative writing
* Microsoft Office
  + Letters
  + Memos
  + Design documents
  + Mail merge, mailing services
  + Reports
  + Newsletters and management
  + Excel data entry
  + Access Databases
* Power Point Presentations
* Process Diagramming
  + UML Diagramming
  + Business Process Consulting and design
  + Organization charts
* Social Media and Email Services
  + Email Management
  + Multiple Inboxes
  + E-mail responses to customer inquiries
  + Escalate only as needed
  + Email management, sorting mail, tags
  + Email marketing campaigns with MailChimp
* Website Management
  + Website Content Management
  + WordPress
  + Install Wordpress
  + Install InfiniteWP for multiple sites
  + Configurations and setup of themes and plugins
  + FaceBook, Twitter, Pinterest etc
* Technology Coaching
* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Write technically detailed, illustrated instructions for processes & doll patterns
* Distance Education Teacher for pattern drafting classes
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets
* Web site design & maintenance of hand coded websites
* Install & maintain Wordpress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues
* Effectively explain ideas and information to both technical and non-technical users \*Convert New Provider Certification Application to fill in PDF for public use
* Design and implementation of the and Habilitation Homes Project to connect licensed homes with recipients and certified agencies; original and Critical Incident Report \*Tracking system and statistics generation \*Design improved filing and labeling system, archive process, electronic file system, document naming structure, letter template editing and standardization
* Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents
* Develop process for archival and offsite storage of files including training materials and procedure development
* Develop plan to create database connections for previously invisible information working with management and IT
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users \*Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files \*Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Master Certified Office 2003, SharePoint (site owner)
* Visio, Star UML, Project,
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Train additional staff on various processes & assign tasks overseeing accuracy
* Organized training sessions; materials gathering, staff/location coordination, equipment setup
* Developed class curriculum
* Taught computer classes to adults
* Taught goal setting workshops
* Developed basic computer classes or work one on one with students to develop skills
* Answered student questions about various software applications
* Aided students in preparation for the Microsoft Office Specialist exams
* Assessed clients for barriers & brainstorm ways to overcome them
* Drafted & edited resumes, cover letters & other business correspondence
* Conferred with clients to determine what program will be most helpful
* Conducted job-matching to find good fit between clients & hiring companies
* Directed clients to appropriate resources & assists clients in their use of outside assistance
* Has written 30 or more technical software tutorials and procedural manuals
* Diagram internal processes using Universal Modelling Language (UML) to increase efficacies
* Using macro programming and process design facilitated a 66% increase workflow processes
* Facilitated 85% increase in data collection, clean up and notification efficiency
* Designated by IT as a SharePoint Administrator for 3 sites; develop tools, manage permissions, train new staff, participate in budget and planning meetings
* 40% advancement in data capture and accuracy from changes identified and made to main database
* 60% refinement in workflow from development of checklist tool, trained additional staff to maintain tool
* 74% progress in time management for unit from programming of tool to track certification process
* Increased file organization by 50% via a standardized electronic folder system to organize documentation
* 50% improved time management; reduced management’s information systems data entry
* Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45%
* Skill Samples (links) : Technical Writing, Process Improvements, Universal Modelling Language (UML), Visio, Star UML, HTML, CSS, JavaScript, Visual Basic.NET, WordPress, SharePoint, Adobe Pro, PHP, Self-motivated (Continuing Ed), Microsoft Office, Google Drive Office Suite, Open Source Software, Published Author
* Skills: WAMP, Perl, BASIC A, MYSQL, Problem Solving, PHPMyAdmin, CPanel, Data Analytics, DS3, Enterprise, MMIS, Citrix, Access, COGNOS, Project, OneNote, Dia, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows 3.1-10, DOS 3.3, Linux; Android, XML, JSON, PHP
* Technical Writing WordPress Web Development
* HTML CSS Project Management
* Business Analysis Business Process Design Process Improvement
* Data Analysis Documentation Analysis
* Project Planning Problem Solving Strategic Planning
* Training Databases Content Management
* Writing Management Editing
* Research Time Management Troubleshooting
* Microsoft Office Social Media Marketing Quality Assurance
* Human Resources SEO Marketing
* Web Design SharePoint Customer Service
* Social Media Event Planning Marketing Strategy
* Event Management Visio Organizational Development
* Policy Business Development Mentoring
* Access Marketing Communications Team Building
* Social Networking Leadership Nonprofits
* Software Documentation Dreamweaver