|  |  |  |  |
| --- | --- | --- | --- |
| ID | Title | Content | Excerpt |
| 226 | What activities make me the happiest? | "What activities make me the happiest?"   1. Patterns and drafting with sewing but I am a moody seamstress 2. Document management and development of new forms with latitude for creativity 3. Process development and procedure design 4. Finding problems and coming up with ideas to fix it 5. Being given a problem and finding a solution that helps someone else solve a challenge |  |
| 223 | What are my three favorite accomplishments? | "What are my three favorite accomplishments?"   1. kitty-collier-bo-peep-41. Published author. I've written and published two books a hundred patterns and many articles in several magazines. 2. 2. Placed at the State Fair. One of my published articles is also the first place winner at the Alaska State Fair. Tiny Betsy and Kitty Collier are two of my best and my favorite patterns. 3. The number of degrees and certificates and certifications I have earned. Two bachelor's degrees, two associates degrees, three certificates and six certifications. I'd love to put all that education to work and use everything I know even the fashion design certificate. |  |
| 158 | Social Media Management | Recently I have been asked about social media management and wanted to give a little more background on the list of accounts I manage. Most are for my own endeavors but I do have one that I manage on a volunteer basis.   |  |  | | --- | --- | | FaceBook | Twitter | | [Sue's Tiny Costumes Facebook](https://www.facebook.com/suestinycostumes) | @STCDolls | | [Books,Music & More Facebook](https://www.facebook.com/Books.Music.More) | @BooksMusicMore | | [Coffee Institute Facebook](https://www.facebook.com/pages/Coffee-Institute/188751797802408) | @CoffeeNewsInst | | [Alaska Office Specialists Facebook](https://www.facebook.com/pages/Alaska-Office-Specialists/122550815490) | @akofficespecial | | [Sue Darby Portfolio Facebook](https://www.facebook.com/suedarbyportfolio) | @suedarby | |  | @AFPHF | |  |
| 175 | Where do you want to be 5 years from now? | Where do you want to be 5 years from now?  I have some specific goals for 2014 and beyond. For this year I want to find a non-commuting job to help with work-life balance. My current commute is 120 miles per day and I am gone 11-13 hours per day but only 7.5 of that is spent working. I want to improve my web site management and marketing skills specifically in the social media area which I am working on daily with my portfolio of websites. I want to continually learn something new that can be used to help whomever I am working for or with. I am looking at virtual assistant work as it offers a variety of tasks that can be challenging and yet a little routine, which is fine. I am looking at being a VA for the long haul as I want to and have always wanted to own a successful small business helping other small businesses. In 5 years I want to be hiring my own help and creating local or virtual jobs of my own. I enjoy helping people achieve goals and get things done! |  |
| 177 | Web Services I use | I use a number of apps online personally and love it as each one has it's features that work for a given task or project. Here is a short list of many of them.   1. Trello 2. Asana 3. WordPress 4. Pocket 5. Evernote 6. Toodledo 7. GitHub 8. Kabanery 9. Learnable 10. Skype 11. Mind42 12. Planner 13. Seeismic 14. Tweetdeck 15. DropBox 16. Zoho 17. Google Apps 18. Google Docs & Spreadsheets   I am familiar with all of them and proficient in many of them. Any more to suggest I try? |  |
| 156 | Achievement – The Provider Search Tool | I discovered that a public search tool was broken due to recent regulation changes and database updates. It is a crucial tool for clients to use to find providers of services and our providers use to market or find other providers to help clients as well. I was tasked with building the requirements document to fix the issue and improve the results generated as I understood what the providers, Quality Assurance, Provider Certification and the clients all needed and could explain it to the IT folks in language they understood. The result is an improved search tool that provides the data all stakeholders need to do their work. |  |
| 160 | Cost Savings Records Requests | The State of Alaska or any government is really inefficient at saving money. At the start of my state service one of the first things I had to do was a Records Request for the Department of Law. This included gathering a decade of hard copy file folders and manually copying every page in each folder. While busily monitoring the copier since it broke frequently and ensuring that nothing was double sided and thus would have to be copied and inserted separately, I started thinking about how much paper and toner along with the wear on the machine this was having and how much it had to cost just for this portion of the request. My figures were staggering just to me as it was a case of paper ($40-60) at the end and many man hours ($14/hrX15+hrs) to prep it all plus the cost of toner (each cartridge for the copier comes in at about $700 each color) and even electricity (probably the least of the costs) to do everything. Then came the shock of how much it would cost to get it to Fairbanks overnight. More than $200 just in shipping. I knew there had to be a better way. When the next request came in a few weeks later, I approached my supervisor and asked about simply scanning and burning the results to CD ($20 for a large stack) and mailing that to Fairbanks ($10). I pointed out it was far less expensive to mail and the lawyers could print the relevant portions of the file for the case easily. She agreed to talk to our Attorney General and ask. The answer came back, "lets try it". For a couple years we were able to do the CD thing and saved a lot of wear and paper not to mention shipping costs. Then there was a HIPAA breach, no not anything I did but a co-worker had a problem with a laptop and all CD burning was turned off. Back to trying to figure out how to get files to our AG. We were using a plugin called You-Send-It for secure email. Perfect! Scan, zip and send. EEK! The files were too big. So IT procured a copy of AdobePro for me so that I can split files. YAY! Small file size, doesn't overtax the servers. Then we stopped using You-Send-It and went to Direct Secure Mail (DSM). With DSM we recently learned that it fills up fast with attachments so it has been OKed by the AG that normal email for the files We're sending is perfectly fine. Over 6 years, I've lost count of the number of requests I've fulfilled, at least 6-10 per year all in the 200+ page count category. One thing I do know is that I HAVE saved the State of Alaska a lot of money by developing the procedure of scanning and emailing records requests for non-client based files. |  |
| 153 | What’s my niche? | Elusive Career TitlesWhat do I really want for a career? I know it won't be a job or just a paycheck. I really need something that makes my heart sing. But what is the "thing" that would do that? I have a number of things I love doing. I love to help others but I hate sales and retail. I love to help those who want my help and seek out my knowledge. I will bend over backwards to come up with everything I can to answer their problem or issue. If it's in my power to do it I will. Yes, that kind of work makes my heart sing. I want to also learn. Anyone who wants to learn something from me likely has something they can teach too. So I want to learn from others. If that is from a book or talking to them or information they can share or things they could do for me all the better. But really what is this elusive career called? Happiness Creator? Information Sharer? Information Coordinator? I think it has to do with information and data and that is partially why I love building reports and tracking processes and information. Add in some writing and statistics and even a dash of accounting or inventory management, it might be the right mix. I manage information very well. I can manage people fairly well. I can do it and enjoy it but only if I've chosen my team. I would love to do something with code as well as writing content. Small code tweaks are fun and challenging which provides a great learning opportunity. Favorite things to do:   1. Code 2. Document management 3. Document creating 4. Format 5. Writing 6. Reports 7. Data processing 8. Help others 9. Troubleshooting 10. Draft Patterns 11. Sew   Realistically, I am best at #2-9 with a hobby level love of 1, 10 & 11 but in the right job I am kick butt at them as well (formally trained in #10 & 11) I just haven't found the right combination that lets me make a living doing them! #2-9 are things that are part of my current day job and are the best parts of it. If I was to be perfectly honest the things that dive me crazy about my current job are the hard copy files. They are a MESS and have been from the start. Only recently have they started to look good and even now there are some issues which thankfully keeping an electronic duplicate of the file can fix. What do I do well and enjoy and where does that intersect a living for me? Computers, documents, data and how can it help others either informatively or to do their job more efficiently. If the job let me either draft or sew as well I would love it even more as I would be using ALL of my education not just the Bachelors degrees! So does anyone have ideas for job titles that fit this description to use for search terms or any instant setup businesses (LOL I know no such thing!) to try? |  |
| 136 | Awards | Awards   * Alpha Beta Kappa * Dean’s List * Charter College – Anchorage, AK – June 2006 to April 2009 * Alpha Gamma Sigma Honors Society (Lifetime Member) * Solano Community College Suisun , CA - May 1997 * Alaska State Fair – Little Bo Peep & her Sheep 1st place 2005 * Pattern published in October 2005 issue of International Doll Magazine * Anaheim Doll Show – Letha Marie Doll Costume 2nd place 1995 * Historic costume from 1889 including undergarments for 3 ft 10 in doll |  |
| 134 | Achievements | Achievements Technology   * SharePoint Site Development-Plan, design & implement process of moving from network drive file system to organized system of document control, workflow improvements and template management for Provider Certification & Compliance * Habilitation Homes- Provider type was not recorded in current database system making compliance monitoring unmanageable. Worked with Research & Analysis Unit to develop necessary changes and connections in current database to make this subcontracted provider type available to staff for compliance monitoring. Currently working with Research & Analysis Unit to import data to shorten the data entry and database connection time. Responsible for Business Rules, UML diagramming, Technical Writing for Procedure Work Flow Improvement * Cut Management Information Systems input time by 50% - provided computer tip to manager to cut data input time Published Author * Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls - Library of Congress * Articles published in International Doll Magazine (6), Doll Castle News(1), Dolls Bears & Anywears (1), & Dolls In Miniature (1) * Develop over 100 miniature & small doll patterns - found on www.suestinycostumes.com Graphic Arts * Design display cards for St Louis Miniatures Museum display September 2003. * Design Library Cards for the Miniature Doll University. |  |
| 128 | Experience Expanded | EXPERIENCE   * State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit * Office Assistant II * May 2008 to Present * Anchorage, AK * Nine Star Education & Employment * Career Development Center Mentor & Computer Instructor * April 2006 to April 2008 * Anchorage, Alaska * Sue's Tiny Costumes * Owner Webmaster Author * 1996 to present   Additional Work Experience   * Books, Music & More * Site Owner * 2008-Present * Alaska Office Specialists * Site Owner * 2008-Present * Coffee Institute * Site Owner * 2008-Present * Michael's Arts & Crafts * Cashier, Stock Clerk, Events Coordinator * Portland, OR * New Marine World Theme Park * Outback Gift Shop Clerk * Vallejo, CA * Steamboat Ski Corp * Food Service Cashier * Steamboat Springs, CO * Hamilton Stores * Fountain Cashier * Yellowstone National Park, Old Faithful Basin, WY * Solano College Fashion Design Department * Computer Tutor * Suisun, CA * Camp Rotary * Arts & Crafts Counselor * Boxford, MA * Marine World * Food Service Cashier * Vallejo, CA * House of Fabrics * Floor Clerk * Fairfield, CA   Volunteer Work   * PRIDE Program Rasmussen * Grant Writer * 2008 * Chugiak Children's Services Head Start * Classroom Aide * 2004 * www.integrity-designs.com * Web site Marketer * 2003 * www.minidolllist.com * Graphic Designer * 2003 * Shirley's Creative Designs * Production Assistant * July 1992 to 2002 |  |
| 126 | Web Work & Social Media | |  |  |  | | --- | --- | --- | | Sites | Facebook | Twitter | | [Sue’s Tiny Costumes](http://www.suestinycostumes.com/) | [Sue’s Tiny Costumes](http://www.facebook.com/pages/Sues-Tiny-Costumes/102206697084) | [@STC Dolls](http://twitter.com/STCDolls) | | [Sera’s Writing Spot](http://sera-and-justice-together.com/) | [Sera’s Writing Spot](https://www.facebook.com/pages/Seras-Creative-Writing-Spot/152642981413475) |  | | [Sue A Darby](http://www.sue-a-darby.com/) | [Sue Darby, BS, MOS](http://www.facebook.com/pages/Sue-Darby-MOS-BS-Business/220588770437) | [@SueDarby](http://twitter.com/suedarby) | | [Sera & Justice Together](http://sera-and-justice-together.com/) | [Sera & Justice Together](http://www.facebook.com/pages/Sera-and-Justice-Together/117189004957852#!/pages/Sera-and-Justice-Together/117189004957852?v=wall) |  | | [J. Darby Writer](http://justice.sera-and-justice-together.com/) | [J. Darby, Writer](http://www.facebook.com/pages/J-Darby-Writer/122543807762335) |  | | [Kidisms](http://mom.sera-and-justice-together.com/) | [Kidisms](http://www.facebook.com/pages/Kid-isms-of-Sera-Justice/112405965442212) |  | | [Books, Music & More!](http://www.books-music-more.com/) | [Books, Music & More!](http://www.facebook.com/pages/Books-Music-More/98684787219#!/pages/Books-Music-More/98684787219?v=wall) | [@Books, Music & More](https://twitter.com/BooksMusicMore) | | [Alaska Office Specialists](http://www.alaskaos.com/) | [Alaska Office Specialists](http://www.facebook.com/pages/Alaska-Office-Specialists/122550815490) | [@AKOfficeSpecial](https://twitter.com/akofficespecial) | | [Coffee Institute](http://www.coffee-institute.com/) | [Coffee Institute](https://www.facebook.com/pages/Coffee-Institute/188751797802408) | [@CoffeeNewsInst](https://twitter.com/CoffeeNewsInst) | |  |
| 130 | Skills Expanded | SKILLS Administrative   * Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures * Adjust work flow to complete critical tasks in a timely manner * Develop specific process for processing archival & off site storage of files * Brainstorm ways to streamline the administrative processes * Procurement of supplies for equipment & team * Answer phones & questions from the public * Process all incoming mail & any special handling for outgoing mail   Writing- Business, Creative & Technical   * Policy & procedure development * Maintain records of files & version controls * Write technically detailed, illustrated instructions for processes & doll patterns * Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner * Proofread for grammar, style, content & spelling * Grant writing based on data, knowledge & interviews with SMEs * Follow guidelines for APA papers   Computers   * Communicates effectively with both technical & non-technical users * Software & hardware user support * Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops * Create templates to generate reports * Develop Statistics report for use in grants * Develop training materials for various processes, present to co-workers & management * Design charts & graphs for Department, State & Federal reports * Design, develop & maintain multiple websites & blogs * Mail merge letters & labels creating both forms, letters & spreadsheets as necessary * Input client data & statistics into database   Software & Programming   * MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office * SharePoint (site owner) * Visio, Star UML, Dia, * Corel Draw, Inscape, Gimp, Paint Shop Pro * HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl * Chrome, Firefox, Opera, Internet Explorer * Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android * File Maker Pro, Citrix, Dreamweaver   Business Management   * Manage small business including product development, class development, web design & maintenance, marketing & budget * Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary * 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   Teaching   * Organizing training sessions; materials gathering, staff/location coordination, equipment setup * Develop class curriculum * Teach computer classes to adults * Teach goal setting workshops * Develop basic computer classes or work one on one with students to develop skills * Answer student questions about various software applications * Aid students in preparation for the Microsoft Office Specialist exams * Distance Education Teacher for pattern drafting classes * Assist with craft projects in a school & camp setting * Develop classes & teach as a Camp Counselor * Provide additional adult supervision & support to 20+ student pre-school classroom * Yard duty including maintaining observation of rules by youngsters   Web Site Development   * 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   Marketing   * Write marketing plans for businesses * Develop advertising for various business websites * Search engine submission, classified ad placement, online groups marketing where appropriate   Career Development   * Assess clients for barriers & brainstorm ways to overcome them * Draft & edit resumes, cover letters & other business correspondence * Confer with clients to determine what program will be most helpful * Conduct job-matching to find good fit between clients & hiring companies * Direct clients to appropriate resources & assists clients in their use of outside assistance   Additional Skills   * Trouble shoot pattern drafting problems * Draft patterns, computer trouble shooting |  |
| 132 | Responsibilities & Duties Expanded | Duties   * Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions) * Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup * Provide team with weekly charts showing application processing status * Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design * Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance * Team Lead for up to 3 volunteers; training & assigning tasks, checking work as needed * Screen Certification Packets, checking for completeness & updating databases as required * Manage multiple group e-mail boxes; directing messages or resolving issues as needed * Write & post various articles or pages on multiple sites * Manage & update up to 16 sites & blogs * Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums * Responsible for the CPR & First Aid training waivers processing * Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate * Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8) |  |
| 124 | About | About Sue Darby holds a [Bachelors in Business Management and Technology](http://work-samples.sue-a-darby.com/?p=138), matching Associates Degrees, Certificate in Office Applications and Fashion Design along with 6 MS Office 2003 Certifications conferring the title of Master Certified. Sue enjoys applying her creative talents and skills to data collection and analysis. She is skilled in thinking through a new process and refining it to “work smarter not harder” looking for ways to cut time while achieving the same results. She is skilled in technical writing instructions that the layman can follow specializing in visual and written tutorials. Her oldest and still most complex tutorial available freely to view is the “[Crash Course in Pattern Making for a Child Doll](http://suestinycostumes.com/?p=2805)” which later was transformed into “[Pattern Drafting for Miniatures](http://suestinycostumes.com/?p=5664)” and “[Pattern Making for Dolls](http://suestinycostumes.com/?p=5637)” both of which are currently copyrighted and found in the [Library of Congress](http://lccn.loc.gov/2004540327). |  |
| 138 | Education Expanded | [cycloneslider id="degrees-certificates"]     Education   * Bachelors- Alpha Beta Kappa - Dean's List * Business Management Practice * Business Management & Technology * Associates * Business Management Practice * Business Management & 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 * State of Alaska * HIPAA Security Training July 2013 * Advanced SharePoint for Site Owners & Power Users June 2013 * Introduction to Share Point with Lab April 2011 * HIPAA Security 201 Training March 2011 * Introduction to Supervisor Training March 2011 * Basic Care Coordination Training for Quality Assurance March 2010 * Introduction to Office 2007 May 2009 |  |
| 119 | What am I looking for? | I am looking for a challenge! Something that will keep me busy, learning, something I do well and enjoy. I want to help others in an office or share what I know with others. I want to write, create, generate reports, break new computer systems and help find the issues with a build. I want to help managers communicate with IT people who can program solutions to problems. I want to solve problems even if only temporarily with workarounds until better options are built. I want to help people work smarter not harder. I love computers specifically software but a little hardware can be fun. I have found a love for surprisingly, statistics and Excel. I like working with databases and generating reports that help others do their jobs better. I even like entering the data that provide the information for the reports. Those are a few of the things I would LOVE to do for a company, big, small, for profit or non-profit, on site in the Valley or online as virtual support. |  |
| 116 | “Other Duties as Assigned” | I have a few things I do on a once in a while basis that could come under the "Other Duties as Assigned" category. I love technical support type work within my office unit and even within other units. I am always willing to try to solve a mystery or problem before I call for the regular techs. I've even been asked to take on a couple odd projects for the IT staff based on my "Geek Credentials". Some of these odd things include: When I started I was told I would have to "become one with the copier". Being the daughter of a now retired copier tech who taught me how to tear apart machines and get them put back together correctly, I didn't think much of this until I was confronted with the HP9500 copiers at work. There was one in the Quality Assurance Unit and another nearby for the Executive Suite. When one or the other and sometimes both went down I would do everything I could to get them running. After one episode of running between the two with chronic jamming I finally threw in the towel and declared a "three strikes rule". Simply put, I'd give it 3 tries and then call for repair. When we finally replaced the dying machines I was delighted. A second example was when IT started the process of upgrading computers from Office 2003 to Office 2007. The cursed ribbon caused havoc with a co-worker when her computer died and she got a new computer with 2007 on it. Her settings, tools and everything she knew how to do easily were gone in a few minutes. Being her clerical support she turned to me for help getting it all reset. I unfortunately, did NOT have a copy of 2007 and spent most of the day Googling how to do things and getting some of her settings back. By mid-day my boss and I were on the phone with IT asking for me to be upgraded as well so I could help more. Our favorite tech was upgrading my computer by the end of the day with a promise that I'd be the first in the unit to get the next version when it had to be upgraded again. He really appreciated that I was willing to jump in to help get my unit running smoothly with the new version. When we did upgrade again to 2010 I was the first as promised to get it. I noticed several issues with the build and added detailed tickets to the help desk system. Several were simple fixes and other we've had to do workarounds for just because it would require a full redo of the image and redeployment on hundreds of computers. So, we simply look forward to the next upgrade and hope that the next build does not have the same bugs. Another unofficial "Other Duty" was a request from the IT Manager to change out the daily backup tapes. I was recommended by one of the techs and handed a key to the server room. I have had a variety and continue to have a variety of interesting "Other Duties" assigned to me. Everything from server backups to breaking and testing software, to figuring out workarounds when the current software just didn't do what was needed. I am never afraid of jumping in but I also know when it is out of my knowledge base and usually know who to turn to for help or advice. |  |
| 109 | Long Resume | Sue Darby                                                                                               900 Josh Dr 907-334-2639 Work                                                                                 Palmer, AK 99645 907-746-5978 Home                        sue@sue-a-darby.com                    www.sue-a-darby.com  long resume divider  Skills   * Streamline administrative processes, database improvements, data tracking & report processes * Effectively explain ideas & information to both technical & managerial users * Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation * Project management including; task management, goals, budgets, time lines & GANTT Charts * Databases: MMIS, DS3, Citrix, Access * Office Suites: Master Certified MS Office 2003. MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X & XI * Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android * Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A * Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind   Experience  Senior Services Technician  Previously: Administrative Clerk I, Office Assistant I, Office Assistant II May 2008 to Present State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance  Professional Achievements   * Paraprofessional Support staff for Provider Certification & Compliance * Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly * Continuous improvement of processes to reduce time needed for application handling during screening & throughout evaluation * Evaluate & process all CPR & First Aid Training Waivers including approvals & denials * Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents * Develop process for archival & offsite storage of files including training materials & procedure development * Develop plan to create database connections for previously invisible information working with management & IT * Participate in policy, procedure, regulation & Qualified Provider work groups providing input for processes & forms * Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization * Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person * Train & delegate tasks to clerical volunteers, contribute input on applicant selection or termination   Career Development Center Mentor,  Computer Instructor Americorps  April 2006 to April 2008 Nine Star Education & Employment Anchorage, Alaska  Professional Achievements   * Reduce Management’s information systems data entry 50%; improved time management * Analyze skills & issues of job seekers for job matching, resumes, cover letters,  interviews * Research & write simple resumes to PhD level Curriculum Vitae & assist clients in  successfully attaining goals * Monthly statistic tracking & reporting for internal use & grant reporting * Work with individuals with disabilities, Public Assistance & Medicaid recipients & former inmates adhering to requirements & regulations for each program * Develop & update training material, teach & tutor classes in Introduction to  computers; MS Office Certification preparation   Business Owner  1996 to present  [Sue’s Tiny Costumes](http://www.suestinycostumes.com/), Web Based  Professional Achievements   * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress) * Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature” * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products * 1st Place 2005 Alaska State Fair for “Little Bo Peep & Her Sheep” published in International Doll Magazine * Website design, development, & marketing including hand coded & Word Press based website * Curriculum development & delivery of online classes * Students included developmentally disabled individuals who have successfully started their own business   Volunteer Work   * PRIDE Program (Rasmussen Foundation Letter) – Grant Introduction Summary 2008 * Chugiak Children’s Services Head Start – Classroom Aide 2004 * www.integrity-designs.com –Marketer 2003 * www.minidolllist.com – Graphic Design 2003   Education  Bachelors of Science– Alpha Beta Kappa  Bachelors of Science Degree in Business Management & Technology: Concentration in Business Applications Bachelors of Science Degree in Business Management & Technology Associate of Applied Science Degree in Computer Science : Concentration in Business Applications  Associate of Applied Science Degree in Business Management Practice Certificate in Computerized Office Associate Certificate in Computerized Office Specialist Charter College                              April 2006 to April 2009                            Anchorage, AK  Relevant Classes   * Technical Writing * Project Management * Statistics * Research Methodologies * Telecommunications * Advanced Web Development * Visual Basic.NET * Business Law * Contract Management * Human Resources * Operations Management * Perl * Marketing * JavaScript   Website Development & Design  GNC Web Creations                      May 2003 to present                              Universal City, TX  Business Marketing  University Alaska Southeast           August-December 2005                                   Juneau, AK  Fashion Design (Certificate)  Solano Community College            September 1995 to May 1997                           Suisun, CA  Certifications  Microsoft Office 2003 Master  Nine Star Education &                    March 2009                                                 Anchorage, AK Employment Services  Training  Archiving Basics                                          State of Alaska                           March 2012 Introduction to Share Point with Lab            State of Alaska                          April 2011 HIPAA Security 201                                      State of Alaska                          March 2011 Introduction to Supervisor Training              State of Alaska                          March 2011 Basic Care Coordination Training for QA     State of Alaska                          March 2010 Introduction to Office 2007                           State of Alaska                          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 |  |
| 105 | Long Term Employees | It is incredibly important to keep employees as long as possible especially in government where you have to keep records for a long time. Why? Why is it important?  Well, because when the Federal Oversight shows up on your doorstep and wants to see certain information within an old time frame you need to have someone who knows where to look and what the file systems were at the time in question! There have been so many changes in the last 6 years it's amazing I can keep it all straight. Everything from file folder organization changes to color coding files to the actual contents of the folders has changed. Even the forms we use have changed. Add all that to changes in personnel such as my 5th boss in 6 years along with some long term members of the unit who retired and no one who has been recently hired knows what is really going on. Luckily, I had a short-notice-heads-up that something was coming up soon and then warning as to when recently so I could try and find everything. Even with warning it took most of the day to find all the required documents. Some were archived and luckily my co-worker pulled those from archives last week. Other items I had to look in what was fondly called "The Other Brain" otherwise known as the back files. It is simply a yearly, alphabetical system of every form signed for every provider ever certified by the unit members. Most of the required forms were easily found but the very last one I really had to dig and find the right year to find the correct form. I can now sleep a little easier and enjoy tomorrow's graduation ceremony for my daughter knowing that I did everything in my power to find all the forms that the Federal people wanted to see! I guess you could say that is one of the most important reasons to keep people who know what they are doing as long as possible. |  |
| 89 | Battle Plan | [cycloneslider id="battle-plan"] |  |
| 99 | Way of the Jedi | Note this is an older writing sample and thus I am NOT linking the resources that were used as a few of them have likely been taken down or moved. Yes, for those who are curious I did turn this in as a final term paper and I did receive an A on it partially because it really amused my instructor his last semester before retirement. Way of the Jedi   * Sue Darby * June 6, 2008 * Statistics * Bernard Washington   It started as a practical joke circulated on the internet during the census in 2001. The rumor, circulated by e-mail, was that if enough people entered "Jedi" on the census it would become an official religion. While the governments of Australia, New Zealand and the United Kingdom later denied that rumor was true, it has become an established church with more following in the last few years. The number of people who entered "Jedi" on that first census was by country:   * Australia - more than 70,000 in 2001 * New Zealand - over 53,000 in 2001; 1.5%; dropping to 20,000 in 2006 * Canada - 20,000 in 2001 .7% * England and Wales - 390,127 in 2001; .07% Jedi * Scotland - 14,052, .277%   While I find this amusing it did cause more individuals to actually file the census which increased the accuracy (potentially) overall for how many people total and other demographic data. In 2007 an official Jedi Church was setup and while the above numbers have dropped since the initial joke there is an increasing number of individuals who are Jedi Knights. In Texas there is a non-profit church that will train individuals to become Jedi Apprentices, Knights, Scholars, Masters and High Councilors. While the religion is based on Star Wars it is only loosely so. It is a faith based on peace, justice, love and learning. This particular Jedi group has 874 registered members in just the one Texas "church". Another more recent article puts the Jedi religion at 400,000 members worldwide. I believe that the Church of the Jedi will only increase slightly in popularity over the coming years even though its core values are for the common good of everyone. It will almost always be viewed as a joke religion. There are many amusing sites and commentary left on each about the whole phenomenon citing Jar-jar as a door to door preacher or the amusing Photoshop picture of squirrels with light sabers making fun of the basis of the religion. References   * http://www.statistics.gov.uk/CCI/nugget.asp?ID=297&Pos=&ColRank=2&Rank=1000 * "Canada 2001 Census." Wikipedia. 26 May 2008 * http://en.wikipedia.org/wiki/Canada\_2001\_Census#Religion>. * "Church of the Jedi reaches 400,000 members." Current. 15 Apr 2008. 26 May 2008 * http://current.com/items/88903619\_church\_of\_the\_jedi\_reaches\_400\_000\_members * Demography of England." Wikipedia. 26 May 2008 * http://en.wikipedia.org/wiki/Demographics\_of\_England. * "Force strong for new Jedi Church." BBC News. 21 Jan 2008. 26 May 2008 * http://news.bbc.co.uk/2/hi/uk\_news/wales/7200531.stm. * "Home." Jedi Sanctuary. 26 May 2008 * http://www.jedisanctuary.org/articles. * "Jedi census phenomenon." Wikipedia. 26 May 2008 * http://en.wikipedia.org/wiki/Jedi\_census\_phenomenon. * "Jedi census phenomenon." Wookieepedia. 11 Jan 2008. 26 May 2008 * http://starwars.wikia.com/wiki/Jedi\_census\_phenomenon. * "Jedi Religion in Australia." Snopes. 14 July 2007. 26 May 2008 * http://www.snopes.com/religion/jedi.asp. * "Jedi Religion." Jedi Church. 26 May 2008 * http://www.jedichurch.com. * "Jedi "Religion" Sees Dramatic Growth (we're not kidding)." Explore Faith. 17 May 2005. 26 May 2008 * http://www.explorefaith.org/news/05\_17\_05.html. * "Religion in New Zealand." Wikipedia. 26 May 2008 * http://en.wikipedia.org/wiki/Religion\_in\_New\_Zealand. * "United Kingdom Census 2001." Wikipedia. 26 May 2008 * http://en.wikipedia.org/wiki/United\_Kingdom\_Census\_2001. |  |
| 97 | Sample Resume- Kris Kringle Career Development, Work Sample | Sample Resume- Kris Kringle Career Development, Work Sample Even Santa should have a good resume. This was a sample resume created to make clients and co-workers alike smile at the collection of skills that Kris Kringle has. Kris Kringle   * Phone: (555) GOOD-KID * North Pole * E-mail:santa@santaclaus.com   Objective: To obtain a full time position in Senior Management Qualifications Summary   * Twinkling eyes, merry dimples * Cheeks like roses, nose like a cherry * Little round belly that shakes when he laughs like a bowl full of jelly * Knowledgeable connoisseur of milk and cookies * Works extremely well with every culture and background on the planet * Experienced in care, feeding and direction of reindeer   Relevant Skills and Experience CEO   * Over 100 years experience supervising indeterminate number of employees * Known for highest toy production rates on the globe * Maintains production for constantly increasing clientele base * Consistent timely production rates * Provided compassionate work environment for height challenged   Analysis   * Knows when clients are sleeping * Knows when clients are awake * Knows who has been bad or good   Time Management   * Utilizes reverse time management to accomplish undetermined number of tasks in a single day * Maintains strict production schedule * Excellent project management skills * Willing odd and unusual hours including holidays   Relevant Work/Volunteer Experience   * Santa Claus North Pole Toy Factory North Pole   Education & Training   * PhD Child Psychology World University |  |
| 95 | “Just the clerk”…. NOT! | "Just the clerk"…. NOT!  For the last 5 years I have been the Admin Clerk II/Office Assistant I/Office Assistant II (a couple reclasses there) otherwise known as clerical support staff member, of the Division of Senior & Disabilities Services Quality Assurance Unit which has gone through a couple name changes too and is now Provider Certification & Compliance. In 5 years I have seen a number of people come and go along with retire. I have had several bosses and now a couple different supervisors too. While my job title says "just a clerk," I am far more than clerical support. I trouble shoot computer hardware questions such as "Why did my keyboard quit? Can you fix it?", "What is going on with the printer? Can you fix it?" to software issues such as "Where did the setting for \_\_\_\_go? I really need to know where it went!" or "Why did it just do \_\_\_\_\_\_?" or "Do you know how to make Excel/Word/Outlook/DS3 Database do \_\_\_\_\_?" My standard answer is always "Sure I can likely fix that, give me a minute." I answer those kinds of questions along with "Can you fix this mechanical pencil?", "Do you happen to have any \_\_\_\_\_\_\_\_ in your supply stash?" I also deal with our providers questions having to do with their certification applications, "How long will it take to be certified?", "What forms do I need?", "New Regulations? New forms? When are those going to be available?" Beyond simple questions however, are the more complex issues. Such as the reports generated weekly telling the staff which providers have not turned in paperwork on time. How many applications we have in the unit and whose office they are in. Alternatively, how many applications we can expect and which months will busiest so we can plan on how to keep the stress levels down by sharing the load. Other things I have done include setting up the system in Excel and entering the Critical Incident reports until IT could build a database. The spreadsheet not only tracked critical data points but also was robust enough to provide statistical data for Senior Management to use in reports for the Center for Medicaid & Medicare Services (CMS aka the Federal Gov). Over time holes in tracking data or management's wishes of tracking certain data sets has led to my Friday Brainstorms. One such brainstorm sparked a long-term project I am still involved in related to a hidden group of contract providers and tracking who they serve on the recipient side. It required working with the Database Administrators to identify all the data points we wanted to track and then a way to connect the contractors with the certified providers. Another long-term project that has borne fruit just recently has to do with the Archiving and Off site Storage of Open and Closed Provider files. It required working with managers all over the division to change the File Plan and then have it approved with the Commissioner. Once approved it has required database updates which are finally complete and finally the training of a volunteer to do data entry of several thousand files in 30++ boxes of data. This data entry project is ongoing but the big portion of the project is complete and is about to move on to the next phase for which I am designing the procedures and instructions for. Up until recently, I also was doing a pre-screening of every application that came in… some months this was 20 but most it was 40-60 applications. This processing required not only date stamping but database entry, quickly screening to ensure all required forms and pages were present and notification of the provider of what was missing. It also in the case of new providers required record creation, setup of a Background Check Account via collaboration with the BCU and notes of what was completed and the location of whom the application had moved. This required I become familiar with the regulations and the unique requirements of multiple applications and 15 service types. Just last week the new regulations for our most popular Medicaid Waiver Services were signed into law. To get to that point took the team 3 years of writing and designing of new forms, decisions regarding what the requirements should be and why we needed or did not need certain items. As a team, we held more than a few meetings to discuss each item in detail and interpret each requirement in as many different ways as possible. Ultimately, we now have a functional set of regulations, Conditions of Participation, and a new set of application forms that will hopefully be easier to complete for the providers and faster to process for the Certification staff. As you can see I am not "just a clerk" as I do many more things that setup files, maintain files, and send out mail. I have higher level functions that could be considered out of my current job class and I also have the education to do many more things that just the little bit mentioned here. |  |
| 93 | What do you want in a career? | What do you want in a career?  What would you want in a career? What kind of workplace are you interested in joining? Interesting topics to ask for in a cover letter. Recently the first question was asked in a job posting for an Office Manager as part of a short cover letter. I had a nice reply but feel that there is more to me than what a "short cover letter" can explain. In fact, this is a great question to ask someone looking for a job.  Team  Personally, I'm looking for a cooperative team of individuals who know what their functions are but are basically cross trained to do it all if a team member is out for a day or on vacation for a while. A team that communicates and helps each other out and shares the skills they have so that everyone can do everything, perhaps not as well as the specialist but at least passable in a pinch. A sharing of skills, giving and taking and supporting each other all while keeping the office or business running smoothly. I'm looking for a team that brainstorms, considers and chooses a decisive approach to a problem instead of languishing and procrastinating on the issue until it has to have a forced decision "right NOW". A proactive approach to a problem. Under a corrective action, a new process is formed and data by the ton is collected… that's a great thing but what are we going to do with the data, how will we control it's collection, what will happen when we outgrow the system we're using to collect it? I watched my current team go through this process over the last couple years. I'd asked the questions at the start of the process, then watched management go through the painful process of implementing new systems and reports on the fly to satisfy the requirements placed on them by external regulators. Asking the hard questions and planning for the future is an important concept. Spending a lot of time on it early on, not necessarily a good idea but having a brainstorming session that can be reviewed in the future for ideas is a good one. A proactive workplace!  Learning and Improvement  Continuous learning, new industries, new skills, new markets. I love learning a new skill or just about something. It doesn't matter if it's relevant at that moment you can't tell when a off the wall comment or discussion from your past will come back and knowing something will be of great use to someone else. Learn something new everyday.  Basics  The basics are also important, financial security, living wage, health care, retirement plans, thank yous, bonuses, raises, vacation and the like are all important but it's the people that make a workplace somewhere you enjoy working. To take a line from a former supervisor, "Do what you do well, AND enjoy!" |  |
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| ID | Title | Content | Excerpt |
| 91 | Argument Construction | Argument Construction  Knowing your topic and knowing what you want to convey to your audience is incredibly important in the process of constructing an argument. You need to understand key elements in the process of constructing your argument. Some of these points will be covered here. First and foremost what is your topic? Who is your target audience? What do you want them to get out of your writing?  On the first idea- define your topic.   * Do you know what the specific topic is? A general topic is a good start but within a general topic are a large list of specific topics. Define what specific idea you are writing about. * Is the topic suitable for the assignment you are faced with? If your topic is broad you need to pick specific points to hit on and then support your ideas with facts. It should match with who ever gave you the writing assignment. If you're not sure then check back with the person who gave you the topic to write on for additional guidelines. * What is my opinion on the topic? Do I even have an opinion? If you don't then start reading about the topic and form an opinion so that you can intelligently write on it. * How might others disagree with my opinion? Discuss or read about other points of view on the topic. * Can I change their opinion to match mine? This is possible if you're passionate about the topic and know your facts. * Can I support my opinion with evidence? Always keep a list of sources of information even informal conversations with co-workers and friends. Everyone has an opinion of some form and it may or may not agree with your own. Be open to listening to what others have to say, your opinion might change.   Identify your audience.  Is your audience a broad one. For this writing assignment it is for the professor but also there is a good chance that others will read it so it is also for classmates. Since it's a blog online then it's also for the search engines and those who might read it through searches for keywords. I would not normally format my own notes like this but my audience is a large one and thus my notes on this chapter are different based on the audience.  Structure the Argument  Begin by thinking about the main idea of the argument or topic. What is the purpose of your writing about the topic? If it's just for an instructor and just an assignment see if you can find another topic that you have an interest in. The more you are interested in learning about your topic the more fun it can be to write about your topic. An outline is an incredibly useful tool in figuring out how to write a paper or essay. Currently I have an essay in Alaska History to do. My outline for the essay might be as follows:   * 1. Major Idea- Russians in Alaska and their impact on the Natives of Alaska   + a. Supporting Idea-     - i. Supporting Detail       * 1. Minor Idea         + a. Supporting Detail   2. Minor Idea  b. Supporting Detail   * 2. Major Idea- Spanish in Alaska and their impact on the Natives of Alaska   + a. Supporting Idea-     - i. Supporting Detail       * 1. Minor Idea         + a. Supporting Detail   2. Minor Idea  b. Supporting Detail   * 3. Conclusion   Now while this paper is still in it's early phases I have a general idea in mind for it especially since it's a logical paper and a comparison opinion type paper digging for the main idea of the articles used for sources. Once I have thoroughly read the articles once more and know my material well I'll fill in the outline more and write the essay more efficiently. Now I do not use the outline method as shown above other than as a mental thing in the imagination. I can visualize this outline and generally fill in the blanks as I am writing. Others I know must have an outline to work from in order to write. It's all personal preference. Picking your types of argument is based on the assignment for the piece your are writing. There are 3 main ways to structure the argument. These are:   * Classical   + Introduction, statement of background, proposition, proof, refutation and conclusion * Rogerian   + Introduction, summary of opposing views, statement of understanding, statement of your position, statement of contexts, statement of benefits * Logical   + Inductive Reasoning     - experiences, anecdotes, statistics and quotations * Deductive Reasoning   + identify conclusion, examine reasons carefully, formulate premise   Any of these methods and formats will work for a majority of papers, however there are always exceptions to the rules along with ways to combine each method with other methods. |  |
| 78 | 12 ways to make people SMILE! | There are many things that can be done to improve a person's day. These are only a few.   1. Thank random people in uniform for their service to society. You may end up making a new friend or learning something about the world from someone with firsthand experience.Did you know it snowed in Afghanistan and the trucks freeze shut requiring our troops to chip ice off the hard way… no ice scrapers! Said vet learned that rubbing alcohol will melt ice easier and help them get into their trucks faster!) Another time I stopped a police officer coming out of the court house in downtown and thanked them. I got a seriously confused officer who questioned "Thank you for what?" "Protecting the people" there were tears in his eyes and a smile, no one had stopped him and simply thanked him for doing what he does for a living like that. I got the feeling he'd just come out of a bad court room case and really needed the pick up! 2. Keep fun treats in your office that are to share. Licorice, lemon drops, M&M's, peanuts, are all great items to keep handy...It's fun to watch a boss act like a little kid when they see there's a favored treat available... Their guard goes down just for a second and they are very human about it which for me gives a glimpse of the real person not just the professional I know. 3. Teach your children to entertain themselves by making faces at other drivers when stopped at red lights. My kids did this to a police officer just as the light turned green… she had trouble driving through the intersection she was laughing so hard! 4. Send a funny e-card to various people in your address book 5. Leave a random small treat on a co-worker's desk in a random "run by chocolating" or "run by treating". My co-workers do this to me because I do it to them! 6. Compliment your boss on something you really like about their supervisory style 7. Compliment someone's outfit or a part of their outfit 8. Buy treats at lunch and then offer one to the clerk you just bought them from 9. Give the commuter bus driver a break when you know he's been on the road for a couple hours and needs a bathroom run and there's time before you have to take off. It doesn't take much to keep a head count and open the doors for other passengers and they LOVE the opportunity to stretch! 10. Take a plate of goodies from a work potluck to the receptionist who didn't get to go OR go down and give her a quick break so she can go! 11. Take a random coffee run with co-workers and then pay for a co-worker's treat despite protests. I have a couple people I go for a random coffee run with and it's funny to watch a boss protest when those they supervise treat them to a coffee and get the response "you can have your turn the next time I'm in need of a coffee run like this" we all take turns spoiling each other. 12. Bring home a random but unique goodie to your significant other. I found some cherry flavored jelly beans just before Valentine's Day by a brand I'd never heard of and they turned out to be super good. I only got one bag and when I went back for more they were all gone! |  |
| 62 | Friday will be my last day…. | The last day I can use the excuse:  "I'm just the clerk"  For you see by Tuesday (long holiday weekend coming here), I will no longer be a clerk. Nope, not and Office Assistant I or II or and Administrative Clerk II or anything clerical related. As of Tuesday I will officially be a:  Senior Services Technician!  Yes, this means I have been upgraded, re-classed into the job I should have been in to start with. Actually be in the CORRECT job classification for the duties I have been performing for the last several years. You see, when I started with the state 5 years ago I really was a clerk whom it was rapidly discovered and kept secret for a while that was in disguise... I'm really a technically minded GEEK. One who loves charts, graphs, reports and of all things statistics and tracking information. I love databases and especially being told to go break one while it's in testing! At one meeting early on in my career with the state, someone asked me some statistical, data related question and I popped off with " I don't know nothing, I'm just the clerk!" With that simple sentence I deer trailed the meeting as every professional around me proceeded to lecture me that I was so much more etc etc that after that it became a running joke....Friday I can no longer fall back on that joke! Am I sad about it? A teeny, tiny, itsy, bitsy piece of me is the rest is jumping with immense JOY!!!! |  |
| 58 | Written Work Samples & Work Tools | [cycloneslider id="written-work-samples-work-tools"] |  |
| 41 | Search Tool Business Document 7-2013 | When we had a change of regulations in 2013, that prompted a big change in our database, which in turn broke a few things including a web based interactive search tool. This was the business document I was asked to develop upon my discovery of the broken tool. It not only fixed the issue, it added some improved functionality that the division had wanted for a couple years. Update: The changes to the [Provider Search Tool](http://partners.hss.state.ak.us/dsds/ds3/fx/pub/providerlist.aspx) are complete and can be seen live on the Senior & Disabilities Website. Additional changes have also been made to the Submit Corrections form as well recently.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Provider Name | ACME Agency |  |  |  | | Mailing Address | 123 Bozo, Anchorage, AK 99666 |  | Geographical Area Served | Anchorage South Central | | Phone | 907-555-1212 |  | Fax | 907-212-5551 | | Email | [Agency@acme.com](mailto:Agency@acme.com) |  |  |  | | Waivers Served | ALI APDD CCMC IDD |  |  |  | | Services Offered | Chore Respite Transportation Personal Care Attendant Residential Supported Living |  |  |  | | Care Coordinators |  | Person 1, Person 2 |  |  |     Search based on   1. Provider Name (text box search) 2. City (physical) (drop down) 3. Geographical Area served (drop down) Secondary area? (drop down) 4. Waivers spelled out (drop down) 5. Services (drop down)   Providers who return results should have:   1. Active status 2. Current end dates 3. All Active services 4. Show agents and/or renderers 5. Show waivers served 6. Show all services provided 7. Show mailing address 8. Show phone 9. Show fax 10. Show email   Do not show:   * Provider numbers * Rates * Provider Status is active end date is June 30 2013 should not show * Service status is active end date is May 31-2013 should not show * Can we get an internal report to tell us who this type of agency is so they can be corrected?   PST |  |
| 38 | UMLs | [cycloneslider id="umls"] |  |