I pull data reports and track where applications are and how the process can be further streamlined or adjusted for efficiencies  
\* Compile business policies and procedures into searchable staff manual including diagrams to improve clarity  
\* Explain new technical tools in software and the benefits to a process to increase efficiency by 50-75%  
\*Use of the unit’s SharePoint intranet to create tracking tools for better time management  
\*SharePoint tools became the template for reports generated in new division-wide database  
\*Team leadership for up to 7 Division of Vocational Rehabilitation and Mature Alaskans Seeking Skills Training participants, teaching all aspects of clerical duties including application processing to archiving  
\*Division & Unit Administrator and subject matter expert for SharePoint sites and tools  
\*200 cubic feet of files sent to archiving (over 5000 files) including data input and correctly categorizing according to record retention schedule  
\*Research purchase of date and bates stamping machine along with facilitating necessary maintenance  
\*Coordinate efforts for mass mailings and record requests including letters, envelopes, and additional staff to complete the tasks on a strict schedule and maintaining confidentiality and HIPAA  
\*Program in VB.net, edit and maintain complex checklist system for daily use  
\*Create and maintain UMLs of internal processes  
\*Provide detailed technical assistance to certified and non-certified providers and members of the public  
\*Resourceful, self-sufficient problem solver often solving problems that are only partially in circle of responsibilities  
\*Update and maintain secure PDF files for Certification Application (46 forms total)  
\*Problem solves on the "go" often coming up with unconventional ideas for final or temporary solutions

Alaska Office Specialists is a service-based business offering the services of technical writing, business writing, grant writing, document template creation, report writing with graphs and charts. Hosting, setup and maintenance of WordPress based sites, social media management.

visit www.alaskaos.com for more information.

Virtual Assistant Services such as:

Writing

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

on hiatus

Transitioned to the Senior Services Technician as my work as an Office Assistant II became more complex than the Office Assistant II position allows.

• 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

Sue Darby is a WordPress Manager & Site Developer who works with a variety of small businesses specializing in a variety of industries to setup and maintain your WordPress site.

Sue knows that your website is an important gateway to showcasing your goods or services. She understands that your site is one of your most powerful branding and marketing tools.

Sue has installed WordPress, managed and ensured updates and security for multiple sites and currently has openings for more sites. Additionally she has developed multiple static sites as well in 20+ years of being online.

Sue is a trained & certified MS Office Master and is well versed in many software packages and programming languages.

Sue holds a Bachelors in Bachelors Business Management & Information Technology, Bachelors Business Management Practice & Office Applications from Charter College.