Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro

Proficient in the use of various resources to research topics pertinent to business or employment

Streamlined Management Information Systems input, reduced time consumption by 50%

Savvy with planning & marketing ideas for businesses

Establish positive & consistent customer relations

Create templates used for generating reports & statistics

Develop curricula, & plan course content & methods of instruction

Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

Skill Sets

Business Owner

Research & write business, marketing & merchandising plans

Keep up with developments in area of expertise by reading current books & articles

Set project goals, determine risks, prepare contingency plan & timeline for achievement

Collect & analyze data on customer needs, & buying habits to identify potential markets

Seek & provide information to help companies determine their position in the marketplace

Attend staff conferences to provide management with information & proposals

Review financial statements, sales & activity reports

Measure & assess customer satisfaction

Business Marketing

Design, develop, & market products and services

Measure the effectiveness of marketing, advertising, & communications programs & strategies

Gather data on competitors and analyze their prices, sales, & method of marketing & distribution

Design, build, & maintain web sites, using ethical search engine marketing techniques

Monitor industry statistics & follow trends in trade literature or online

Develop web site maps, & page templates that meet project goals

Training Specialist

Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning

Present lectures & conduct discussions to increase knowledge & competence

Develop & deliver distance education curriculum to special needs students

Aid students in preparation for the Microsoft Office Specialist exams

Answer student questions about various computer software packages

Monitor, evaluate, & record training activities & program effectiveness

Offer specific training programs to help workers maintain or improve job skills

Attend meetings & seminars to obtain information for use in training programs

Observe work to determine progress, provide feedback, & make suggestions for improvement

Career Development

Interview applicants to obtain information on work history, training, education, & job skills

Conduct job-matching to find good fit between clients & hiring companies

Assess clients for barriers & brainstorm ways to overcome them

Input confidential client information into File Maker Pro via Citrix

Draft & edit resumes, cover letters & other business correspondence

Establish & maintain relationships with businesses to stay abreast of hiring needs

Direct clients to appropriate resources & assist clients in their use of outside assistance

Pattern drafting

Product development

Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS

Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Operating Systems: Windows 3.1-7, DOS 3.3, Ubuntu; Android

Cloud Based: Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

Social Media: Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

CMS: WordPress, Drupal, Dreamweaver

Visio

Sharepoint

Charts & graphs

Mail merges

Network peripherals

Template creation

email management

Corel draw

Inkscape

Gimp

Office

Chrome

Firefox

Opera

IE

Edge

Linux

Android

Windows

Project management

Problem solving

Time management

Event planning

Document management

Process development

Technical writing

Data analysis

Business writing

Editing

Attention to detail

Class development

Training materials

Teaching

Web design

DNS

Keywords

FTP

WordPress

SEO

JavaScript

Visual basic

Basic a

Perl

CSS

HTML

Business

- Strong work ethic

- Proactive time management

- Problem solving & creativity

- Self-motivated

- Driven to excellence

- Procedure writing

- Tracking systems development

- Tracking systems management

- Operations Management

- Marketing

- Archiving

- Project Management

- Technical Writing

- Problem Solving

- Data Tracking

Technical

- Universal Modeling Language (UML)

- VisualBasic.NET/Basic A

- MYSQL/SQL

- Perl

- HTML

- CSS

- Javascript

- Data Analytics

- Content Management Systems

- Cloud Tools

- Corel Draw Suite

- WordPress

- Microsoft Word

- Microsoft Excel

- Microsoft PowerPoint

- Microsoft Access

- Microsoft Outlook

- Microsoft Publisher

- Microsoft SharePoint

- Microsoft Visio

Supervisor

Mentoring

Receptionist

Statistics

Budgeting

Marketing

Customer service

Cash handling

Chat

Forum Management

Twitter

LinkedIn

Facebook groups

Facebook pages

Add google suite

Very basic knowledge

Jira (software dev)

Confluence (sharepoint like system)

Excel specialist keyword jobs

Cheat sheet of ksa

Email local and friends with cheat sheet

SharePoint

Conceptualize and create documents

Policy and procedures protocol and processes

Aggregate information and data

Analyze develop responses

Word smith

Up to 85% time saved via process efficiency

Process and time creator leading to cost savings

Project management

job leads or postings

New contacts

Skills & Expertise

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

|  |
| --- |
| Project Management  Electronic Records Quality Control  Technical Writing |
| Computer Skills  Markup/Programming Languages: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A  Databases: Harmony, Enterprise MMIS, DS3, Citrix, Access, COGNOS, MYSQL, PHPMyAdmin, CPanel  Graphic Art Suites: Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, StarUML, Dia, Freemind  Office Suites: Master Certified Microsoft Office, Project, SharePoint, OneNote, Open Office, Adobe Pro  CMS: WordPress, Drupal, Dreamweaver  Operating Systems: Windows, Linux; Android  Cloud Tools: Evernote, Toodledo, Gmail, Google Drive, Dropbox, Hootsuite  Social Media: Facebook, Twitter, G+, GitHub, Pinterest |
| Skills  Self-motivated, strong work ethic, Project Management, Proactive time management, Problem Solving, Tracking systems development & management, Marketing, Data Analytics, Universal Modeling Language (UML) |

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

Team Lead for up to 3 volunteers

Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design

Collect & analyze data on customers to identify potential markets

Research & write business, marketing, & merchandising plans

Set project goals, determine risks, prepare contingency plan, & time line for achievement

Project management including task management, goals, timelines and GANTT Charts

Marketing

Search engine submission, classified ad placement, online groups marketing where appropriate.

Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums

Develop advertising for various business websites

Write marketing plans for businesses

Web Site Development

Web site design & maintenance

Install & maintain WordPress sites

Troubleshoot hosting issues

Write & post various articles or pages on multiple sites

Manage & update up to 16 sites & blogs

Track keywords, visitors & other analytical data for each site

Proficient in white hat SEO techniques

Computers

Communicates effectively with both technical & non-technical users

Software & hardware user support

Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops

Mail merge letters & labels creating both forms, letters & spreadsheets as necessary

Create templates to generate reports

Input client data & statistics into database

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

Provide team with weekly charts showing application processing status

Design, develop & maintain multiple websites & blogs

Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

HTML, CSS, WordPress

Javascript, Visual basic, BASIC A, Perl

Corel Draw, Inscape, Gimp, Paint Shop Pro

MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office

Visio, Star UML, Dia,

Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android

HTML, CSS, Visual Basic, JavaScript, Perl

Chrome, Firefox, Opera, Internet Explorer

File Maker Pro, Citrix, Dreamweaver

Administrative

Cut Management Information Systems input time by 50%

Brainstorm ways to streamline the administrative processes

Answer phones & questions from the public

Process all incoming mail & any special handling for outgoing mail

Organizing training sessions; materials gathering, staff/location coordination, equipment setup

Screen Certification Packets, checking for completeness & updating databases as required

Responsible for the CPR & First Aid training waivers processing

Monitor compliance with the new requirements for training

Backup for receptionist; dealing with callers in crisis or seeking information

Provide technical assistance within scope of Quality Assurance, Provider Certification

Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

Develop specific process for processing archival & offsite storage of files

Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner

Procurement of supplies for equipment & team

Career Development

Confer with clients to determine what program will be most helpful

Assess clients for barriers & brainstorm ways to overcome them

Draft & edit resumes, cover letters & other business correspondence

Conduct job-matching to find good fit between clients & hiring companies

Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

Assist with craft projects in a school  & camp setting

Develop classes & teach as a Camp Counselor for elementary & Jr High students

Design display cards for St Louis Miniatures Museum display September 2003.

Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

Graphic art

Studio style photography

Seamstress

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

Proofread for grammar, style, content & spelling

Grant writing based on data, knowledge & interviews with SMEs

Follow guidelines for APA term papers

Maintain records of files & version controls

Policy & procedure development

Teaching

Provide additional adult supervision & support to 20+ student pre-school classroom

Trouble shoot pattern drafting problems

Draft patterns, computer trouble shooting

Develop class curriculum

Teach computer classes to adults

Answer student questions about various software applications

Aid students in preparation for the Microsoft Office Specialist exams

Distance Education Teacher for pattern drafting classes

Yard duty including maintaining observation of rules by youngsters

Teach goal setting workshops

Develop basic computer classes or work one on one with students to develop skills