***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions.

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver, MS SharePoint 2007-2010

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

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel

**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 and Social Media:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite, Facebook, Twitter, G+, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003, 2010, Project, Visio, OneNote, Adobe Pro X

***Achievements***

* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management
* Publish 2 books with copyrights, multiple articles, technical instructions with diagrams
* Successful design and implementation of projects; Habilitation Homes (300+ providers connected)
* Website design, development, (14 domains and subdomains managed)
* Administrator (SME) of Division Archiving SharePoint

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Experience (Part-Time)***

*Sue’s Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa**

**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~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska 2012

Introduction to Share Point with Lab State of Alaska 2011

Introduction to Supervisor Training State of Alaska 2011

Introduction to Office 2007 State of Alaska 2009