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| **Greatest Strengths and Abilities** | **Where or How used in work, life or business** |
| * Ability to communicate with both technical and non-technical users | * At least weekly with co-workers solving a “how do I… “ type question |
| * Able to multi task and have strong people skills | * My desk at any given point in time has 2-4 steps of one process going plus a stack for one or more additional projects |
| * Current Dean's List student cumulative GPA 3.83 | * Maintained a high GPA and graduated Alpha Beta Kappa |
| * Current ADL and flawless driving record | * *Establish positive and consistent customer relations* |
| * Enthusiastic, quick learner | * Self studied for all 5 MS Office Certifications within a 2.5 yr time frame |
| * Goal oriented- sets and achieves goals * brainstorms to improve processes that are inefficient thus increasing productivity or otherwise improving the workplace, | * plans larger projects in a big picture way and then moves to the medium milestones and then the fine tuyned details * always looking for a way to work smarter not harder |
| * Always willing to assist others no matter what else is going on | * Is always willing to lend a hand even if I am very busy myself |
| * Maintains high integrity and work standards | * Work is completed on time and consistently correct |
| * *Guest speaker for Charter College* * *Perform duties in an efficient, quiet & effective manner* |  |
| * Present lectures & conduct discussions to increase knowledge & competence | * Develop content to deliver and facilitate discussion on various subjects |
| * Streamlined Management Information Systems input, reduced time consumption by 50% | * Suggested and taught ways to improve supervisor’s information input |
| * Technical writing, business writing | * Business plans, patterns, pattern drafting books, resumes, curriculum vitae, cover letters, website content, blogs |
| * Work well with a wide variety of people with different personalities and backgrounds | * Backgrounds include ex-felons, poor, homeless, native, Hispanic, southe east asian, African American, disabled, vetran |
| **Computers** |  |
| * Corel Draw, Paint Shop Pro, Visio, various Open Source equivalents in addition to Linux SUSE and Ubuntu | * Corel draw version 4 to 12, paint shop pro 7, visio 07, open office including dia, project 03 to 07 |
| * Internet Explorer, Fire Fox, Chrome, Opera, Safari | * Work with each to build standards compliant websites |
| * Internet marketing, HTML, CSS, JavaScript, Search engine optimization | * Successfully marketed patterns for doll clothing, classes for drafting patterns and self published book through scratch build optimized website |
| * Keep up with developments in area of expertise by reading current books & articles | * Utilize RSS feeds and various forums and e-mail based groups to keep in contact with industry experts |
| * Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic, XML | * Utilize each of these languages to build a standards compliant website |
| * Microsoft Office Specialist Access November 2007 | * Built provider tracking database |
| * Microsoft Office Specialist Excel September 2007 | * Built CIR Log and use data collected for quarterly reports through tables and pivot charts |
| * Microsoft Office Specialist Power Point September 2007 | * Present ideas to management |
| * Microsoft Office Specialist/Expert Word March 2007/October 2007 | * Daily use of Word for mail merges, letter writing and various other rojects |
| * Microsoft Office, Windows, Visual Basic.NET, OneNote, Project 2003 Outlook | * Course taken in VB, project 03 used to plan to build a house and layout the steps from concept to completion |
| * Open Office, Inkscape, Internet Explorer, Fire Fox, Thunderbird | * Used as alternatives to MS Office, Corel Draw, and Outlook |
| * Certified in the use of Microsoft Office Suite 2003 | * Master certification self study |
| * Project 2003, DreamWeaver, Corel Draw, File Maker Pro | * DW used to build code based sites but with the ability to see how code changes affect design, FM Pro used to track clients in computer instruction lab |
| * Web site design & development | * Several wesites including older version of SCD, SAD, STC and SOS |
| **Technical Writing** |  |
| * Ability to communicate with both technical & non-technical users | * When asked about something new or technical I automatically attempt to find out what level the user is at and tailor my terminology to their technical level trying hard to not go above or below their tech level. If I go over their head I encourage them to ask questions so that I can clarify what they might not understand. |
| * Provide proofing & formatting support for items such as resumes, plans, table of contents, figures, & tables | * Proofread resumes created by clients and other staff, proofread letters and correspondence with clients before final draft is mailed out |
| * *Writing sections of the proposal based on interviews with subject matter experts, project administrators, & previously created documents* |  |
| * Organize material & complete writing assignment according to set standards regarding order, clarity, conciseness, style, & terminology | * Followed guidelines for APA style writing for term papers and reports, follow guidelines for style and formatting for letters and reports generated professionally |
| * *Maintain records & files of work & revisions* * *Edit, standardize, or make changes to material prepared by other writers or establishment personnel* * *Confer with customer representatives, vendors, plant executives, or publisher to establish technical specifications & to determine subject material to be developed for publication* * *Review published materials & recommend revisions or changes in scope, format, content, & methods of reproduction & binding* * *Select photographs, drawings, sketches, diagrams, & charts to illustrate material* * *Study drawings, specifications, mockups, & product samples to integrate & delineate technology, operating procedure, & production sequence & detail* * *Interview production & engineering personnel & read journals & other material to become familiar with product technologies & production methods* * *Observe production, developmental, & experimental activities to determine operating procedure & detail* * *Arrange for typing, duplication, & distribution of material* |  |
| **Web Developer** |  |
| * Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, & digital media * Write, design, or edit web page content, or direct others producing content * Analyze user needs to determine technical requirements * Create web models or prototypes that include physical, interface, logical, or data models * Incorporate technical considerations into web site design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility & privacy * Research, document, rate, or select alternatives for web architecture or technologies * Select programming languages, design tools, or applications * Develop web site maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards * Develop system interaction or sequence diagrams * Provide clear, detailed descriptions of web site specifications such as product features, activities, software, communication protocols, programming languages, & operating systems software & hardware |  |
| **Computer System Analyst** |  |
| * *Provide staff & users with assistance solving computer related problems, such as malfunctions & program problems* * *Test, maintain, & monitor computer programs & systems, including coordinating the installation of computer programs & systems* * *Use object-oriented programming languages, as well as client & server applications development processes & multimedia & Internet technology* |  |
| * *Confer with clients regarding the nature of the information processing or computation needs a computer program is to address* * *Coordinate & link the computer systems within an organization to increase compatibility & so information can be shared* * *Consult with management to ensure agreement on system principles* * *Exp& or modify system to serve new purposes or improve work flow* * *Interview or survey workers, observe job performance or perform the job to determine what information is processed & how it is processed* * *Determine computer software or hardware needed to set up or alter system* * *Train staff & users to work with computer systems & programs* |  |
| **Computer Instruction** |  |
| * *~~Aid students in preparation for the Microsoft Office Specialist exams~~* * *~~Answer student questions about various software~~* |  |
| * Develop & deliver distance education curriculum to special needs students * Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning | * Pattern drafting 101 was developed for students who experienced dyslexia |
| * Offer specific training programs to help workers maintain or improve job skills * Develop curricula, & plan course content & methods of instruction | * Develop basic computer classes and work one on one with students to ensure new skills are fully understood and then sharpened to proficiency |
| * Monitor, evaluate, & record training activities & program effectiveness * Confers with clients to determine what program will be most helpful * Observe work to determine progress, provide feedback, & make suggestions for improvement | * Interview client to determine level of computer skill and then tailor the starting point of training to their user level providing support and further explanation as necessary |
| * Teach computer classes * Teach workshops * Present lectures & conduct discussions to increase knowledge & competence | * Teach developed workshops on unique subjects and teach pre-developed classes on various topics |
| **Training & Development Specialist** |  |
| * Keep up with developments in area of expertise by reading current journals, books & magazine articles | * Monitor, evaluate & record training activities & program effectiveness |
| * Present information, using a variety of instructional techniques & formats such as role playing, simulations, team exercises, group discussions, videos & lectures | * Attend meetings & seminars to obtain information for use in training programs, or to inform management of training program status |
| * Schedule classes based on availability of classrooms, equipment, & instructors | * Coordinate recruitment & placement of training program participants |
| * Organize & develop, or obtain, training procedure manuals & guides & course materials such as handouts & visual materials | * Evaluate training materials prepared by instructors, such as outlines, text, & handouts |
| * Offer specific training programs to help workers maintain or improve job skills | * Develop alternative training methods if expected improvements are not seen |
| **Training & Development Manager** |  |
| * Conduct orientation sessions & arrange on-the-job training for new hires | * Plan, develop, & provide training & staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, & workshops |
| * Evaluate instructor performance & the effectiveness of training programs, providing recommendations for improvement | * Analyze training needs to develop new training programs or modify & improve existing programs |
| * Develop testing & evaluation procedures | * Review & evaluate training & apprenticeship programs for compliance with government standards |
| * Conduct or arrange for ongoing technical training & personal development classes for staff members | * Train instructors & supervisors in techniques & skills for training & dealing with employees |
| * Confer with management & conduct surveys to identify training needs based on projected production processes, changes, & other factors | * Develop & organize training manuals, multimedia visual aids, & other educational materials |
| **Business Teachers** |  |
| * Prepare & deliver lectures to undergraduate &/or graduate students on topics such as financial accounting, principles of marketing, & operations management | * Maintain student attendance records, grades, & other required records |
| * Evaluate & grade students' class work, assignments, & papers | * Initiate, facilitate, & moderate classroom discussions |
| * Compile, administer, & grade examinations, or assign this work to others | * Plan, evaluate, & revise curricula, course content, & course materials & methods of instruction |
| * Prepare course materials such as syllabi, homework assignments, & handouts | * Maintain regularly scheduled office hours in order to advise & assist students |
| * Advise students on academic & vocational curricula, & on career issues | * Keep abreast of developments in their field by reading current literature, talking with colleagues, & participating in professional organizations & conferences |
| **Business Management** |  |
| * Streamlined Management Information Systems input, reduced time consumption by 50% |  |
| * Attend meetings & seminars to obtain information for use in training programs |  |
| * Attend staff conferences to provide management with information & proposals |  |
| * Collect & analyze data on customer needs, & buying habits to identify potential markets |  |
| * Brainstorm ways to streamline the administrative processes |  |
| * Create templates used for generating reports & statistics |  |
| * Establish & maintain relationships with businesses to stay abreast of hiring needs |  |
| * Research & write business, marketing & merchandising plans |  |
| * Proficient in the use of various resources to research topics pertinent to business or employment |  |
| * Measure & assess customer satisfaction |  |
| * Seek & provide information to help companies determine their position in the marketplace |  |
| * Set project goals, determine risks, prepare contingency plan & timeline for achievement |  |
| * Establish positive & consistent customer relations |  |
| * Answer phones & questions from the public |  |
| * Input confidential client information into File Maker Pro via Citrix |  |
| * Review financial statements, sales & activity reports |  |
| * **Savvy** with planning & marketing ideas for businesses |  |
| **Career Mentor** |  |
| * Interview applicants to obtain information on work history, training, education, & job skills |  |
| * Conducts job-matching to find good fit between clients & hiring companies |  |
| * Draft & edit resumes, cover letters & other business correspondence |  |
| * Assists clients in registration for & use of the ALEXSYS system for the Department of Labor |  |
| * Directs clients to appropriate resources & assists clients in their use of outside assistance |  |
| * Assess clients for barriers & brainstorm ways to overcome them |  |
| **Social & Human Services** |  |
| * Provide information & refer individuals to public or private agencies or community services for assistance |  |
| * Keep records & prepare reports for owner or management concerning visits with clients |  |
| * Visit individuals in homes or attend group meetings to provide information on agency services, requirements & procedures |  |
| * Advise clients regarding food stamps, child care, food, money management, sanitation, or housekeeping |  |
| * Submit reports & review reports or problems with superior |  |
| * Oversee day-to-day group activities of residents in institution |  |
| * Interview individuals & family members to compile information on social, educational, criminal, institutional, or drug history |  |
| * Meet with youth groups to acquaint them with consequences of delinquent acts |  |
| * Transport & accompany clients to shopping areas or to appointments, using automobile |  |
| * Explain rules established by owner or management, such as sanitation & maintenance requirements, & parking regulations |  |
| **Personnel Recruiter** |  |
| * Establish & maintain relationships with hiring managers to stay abreast of current & future hiring & business needs |  |
| * Interview applicants to obtain information on work history, training, education, & job skills |  |
| * Maintain current knowledge of Equal Employment Opportunity (EEO) & affirmative action guidelines & laws, such as the Americans with Disabilities Act (ADA) |  |
| * Perform searches for qualified candidates according to relevant job criteria, using computer databases, networking, Internet recruiting resources, cold calls, media, recruiting firms, & employee referrals |  |
| * Prepare & maintain employment records |  |
| * Contact applicants to inform them of employment possibilities, consideration, & selection |  |
| * Inform potential applicants about facilities, operations, benefits, & job or career opportunities in organizations |  |
| * Screen & refer applicants to hiring personnel in the organization, making hiring recommendations when appropriate |  |
| * Arrange for interviews & provide travel arrangements as necessary |  |
| * Advise managers & employees on staffing policies & procedures |  |
| **Management Analyst** |  |
| * Gather & organize information on problems or procedures |  |
| * Analyze data gathered & develop solutions or alternative methods of proceeding |  |
| * Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures |  |
| * Develop & implement records management program for filing, protection, & retrieval of records, & assure compliance with program |  |
| * Review forms & reports, & confer with management & users about format, distribution, & purpose, & to identify problems & improvements |  |
| * Interview personnel & conduct on-site observation to ascertain unit functions, work performed, & methods, equipment, & personnel used |  |
| * Document findings of study & prepare recommendations for implementation of new systems, procedures, or organizational changes |  |
| * Prepare manuals & train workers in use of new forms, reports, procedures or equipment, according to organizational policy |  |
| * Design, evaluate, recommend, & approve changes of forms & reports |  |
| * Plan study of work problems & procedures, such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis |  |
| **Market Research Analyst** |  |
| * Collect & analyze data on customer demographics, preferences, needs, & buying habits to identify potential markets & factors affecting product demand |  |
| * Prepare reports of findings, illustrating data graphically & translating complex findings into written text |  |
| * Measure & assess customer & employee satisfaction |  |
| * Forecast & track marketing & sales trends, analyzing collected data |  |
| * Seek & provide information to help companies determine their position in the marketplace |  |
| * Measure the effectiveness of marketing, advertising, & communications programs & strategies |  |
| * Conduct research on consumer opinions & marketing strategies, collaborating with marketing professionals, statisticians, pollsters, & other professionals |  |
| * Attend staff conferences to provide management with information & proposals concerning the promotion, distribution, design, & pricing of company products or services |  |
| * Gather data on competitors & analyze their prices, sales, & method of marketing & distribution |  |
| * Monitor industry statistics & follow trends in trade literature |  |
| **Typist** |  |
| * Check completed work for spelling, grammar, punctuation, & format |  |
| * Perform other clerical duties such as answering telephone, sorting & distributing mail, running errands or sending faxes |  |
| * Gather, register, & arrange the material to be typed, following instructions |  |
| * Type correspondence, reports, text & other written material from rough drafts, corrected copies, voice recordings, dictation or previous versions, using a computer, word processor, or typewriter |  |
| * File & store completed documents on computer hard drive or disk, &/or maintain a computer filing system to store, retrieve, update & delete documents |  |
| * Print & makes copies of work |  |
| * Keep records of work performed |  |
| * Compute & verify totals on report forms, requisitions, or bills, using adding machine or calculator |  |
| * Collate pages of reports & other documents prepared |  |
| * Electronically sort & compile text & numerical data, retrieving, updating, & merging documents as required |  |
| **General Business** |  |
| * Research and write business, marketing and merchandising plans, project |  |
| * Small project planning and implementation |  |
| * Develop, maintain and market websites by hand coding, Joomla, Blogs and Dream Weaver |  |
| * Design, develop, and market products and services |  |
| * Establish positive and consistent customer relations |  |
| * Develop and deliver distance education curriculum to special needs students |  |
| **Cover Letter Phrases** |  |
| * Ability to communicate effectively both verbally and in writing- as a student I am continually writing papers and reports. * This translated to the workplace smoothly through completing various proposals for changes or other ideas which were implemented. * I am also an empathetic listener and enjoy helping others with issues. * Ability to discern and prioritize critical tasks- projects were evaluated and completed based on due date and requester’s perceived need. * Sometimes this was a resume for an upcoming interview in an hour, other times it was longer term projects requiring research and data analysis before the project could commence. * Ability to meet varying, sometimes overlapping timelines and goals- requests for information or other projects were made of me from every level of management including the CEO * Ability to multi-task with frequent interruptions while remaining calm, organized and accurate consistently while serving clients, completing management assigned projects and answering busy phones * Ability to multitask, handling a wide range of duties on a daily basis – everything from phones to workshops to resumes and cover letters to basic and advanced computer instruction * Ability to provide independent analysis, discretion, and judgment * Ability to recognize errors and discrepancies in information and take appropriate action while in charge of preparation of All Career Development Sites Statistics * Ability to take the initiative and follow- through on tasks- developed and implemented statistical analysis of client’s activities now known as the “Darby Report” * Ability to work with confidential, sensitive information- State of Alaska level clearance to access CMS was obtained in my last position. Additionally I was one of many responsible for client note taking and maintaining confidential electronic and hard copy files. * Capable of learning & retaining new vocabulary at a rapid pace * Comprehensive planning and research skills * Coordinate calendar of events, tasks and projects to ensure timeliness within a team environment * Coordination of computer training for staff and clients including tutorials and handouts for participants. * Current Dean’s List Honors Student (Cum. GPA 3.68) * Daily guidance to clients regarding procedural questions for work search procedures and documentation requirements. * Developing internal processes and procedures to assure the flow of paperwork is smooth. I developed several templates to track client’s attendance and influenced decisions on procedural improvements. I am also responsible for developing and maintaining statistical analysis of client participation and job rates using MS Excel. * Drafting correspondence and documents for clients such as resumes, cover letters and professional business correspondence. Assist clients in learning to use computers including setting up e-mail and using Outlook, YahooMail and GMail. * Excellent customer service skills- were demonstrated through helping many individuals get jobs, learn computers or advance their skills. Many of my clients return to Nine Star Education & Employment simply to say hello. * Excellent technical writing skills (reports, resumes, business plans, marketing plans, RFPs, presentations) * Exceptional template design and maintenance skills. Savvy with Publisher and creating presentations with Power Point. * Experience in planning and promotion of small businesses though the use of online marketing and hard copy promotional materials such as brochures and flyers. * Flexibility and willingness to work in an environment with changing priorities- at Nine Star Education & Employment there was a constant stream of changing environmental factors, such as the need for an immediate resume balanced with the supervisor’s need for a critical report. Teamwork was necessary in many cases but the assignments were done completely, effectively and on time. * I have the ability to work independently, with a flexible, team-player attitude in a busy and deadline-driven environment substituting on an as needed basis across multiple teams. * Initiating and completing procurement of supplies and materials by requesting items from Site Manager and through approved procedures. * Interpreting policy, procedures and statutory regulations as outline in the Work Services contract. Explain portions applicable to clients in easy to understand language. * Knowledgeable in Corel Draw Suite, Paint Shop Pro and familiarity with Adobe PhotoShop & Illustrator with a flair for design and layout. * Maintain files in accordance with record management retention schedules for Department of Public Assistance Work Services contract with Nine Star Education & Employment Services. Maintain high level of customer service and confidentiality. * Microsoft Office Specialist and Expert Certified (Word, Excel, Power Point, Access). * Necessary people skills to deal with dissatisfied/angry people on the telephone or in person- several individuals felt that there was something missing from the services provided and few were hesitant to tell us. * This resulted in working with the individual to discern the issues at hand and work through a discussion to find solutions. * Outstanding verbal, written, editorial, listening and interviewing skills in interviewing clients to determine their needs and assisting them with preparing technical documents, leads for job placement and confidential documentation maintenance. * Plan & compose a variety of standard documents and correspondence * Processing forms, data entry and establishing and maintaining confidential records * Quality control for documents entering and exiting the Career Development Center using MS Word. * Resolve telephone and in person inquiries and scheduling * Streamlined Management Information Systems input, reduced time consumption by 50%. * Strong attention to detail- while resumes are not hard to format or put together for me the details of each individual’s experiences and education required careful attention to be sure that the right certifications, degrees or titles were used. * Strong computer skills including MS Outlook- Certified in MS Office, taught MS Outlook classes to clients and co-workers, additionally I have been using computers since 1993 and have a strong understanding of how to learn new applications and troubleshoot issues. * Strong interpersonal abilities with the ability to articulate clearly and be creative through the use of unique language to describe job related skills in different ways. * Strong knowledge of mechanics of writing, punctuation and spelling which is required for proof-reading resumes, cover letters, business correspondence, marketing and business plans along with term papers and portfolio projects. |  |
| * Strong organizational skills- project management and a consistent routine for tracking tasks and their due dates was used assisting individuals with work search * Thorough knowledge of website development and maintenance using HTML & CSS languages; examples can be found on www.sue-a-darby.com. * Type and/or format, print, copy or bind correspondence, such as memo, regulatory orders, reports, proposed regulations and statutes, and confidential documents * Utilization of Client Management System (CMS) and File Maker Pro to document, monitor and verify client participation. * Working knowledge of AutoCAD 12, 13 & LT * As a member of the Career Development Team, I facilitated workshops on how to approach employers, plan a career path, interview, and resume writing, cover letter writing and more. * As a member of the Career Development Work Services team I was responsible for suggesting and implementing several process which improved supervisor’s efficiency, eased work loads for co-workers and provided upper management with desired statistical data. * I was in charge of collecting, compiling and analyzing the statistical data for all of the city wide Career Development Centers. * During the process of creating statistical reports, I have also many times had to correct problems with data or suggest optional ways to collect the information to improve accuracy. * The reports, compiled weekly and presented monthly were professionally designed from scratch to suit managements’ needs and professionally packaged for public distribution. * I am consistently in contact with supervisors and management during the process of creating reports to ensure quality and accurate data are included. * Any issues that come up during daily operations are also reported immediately * As part of the Career Development Center team I was asked many occasions to run the lab independently and to cover more than one lab. This also required me to take the initiative to prioritize client’s needs with management’s projects. * Files and policy library items are maintained as needed and as directed by supervisors. I coordinate and offer my skills in computer training sessions. * Client notes and reports are generated on a daily basis. * Any supplies required by the Career Development Centers or Computer Instruction lab are ordered on an as needed basis in a timely manner. * I am an accomplished public speaker with good oral communication through guest speaking for Charter College. * I edit and proofread resumes, cover letters and business correspondence on a daily basis for my clients at Nine Star Education & Employment. * I am completely familiar with all the job search tools available both locally and nationally in addition to the ability to connect with hiring managers of corporations to arrange for positions and interviews. * I have experience with organizing and analyzing data while assisting individuals with their job search. I am certified and very proficient with Microsoft Office, and possess strong communication and writing skills. * I currently monitor and disseminate the documentation required for tracking clients on a daily basis. I share reception duties with co-workers answering phones or in person inquiries in a professional manner. * While working in the Career Development Field and feel that the skills I use assisting clients with business correspondence such as cover letters, resumes and thank you notes, will greatly benefit your clients as well. * In addition to assisting individuals in their work search I have had the honor to assist a couple with the start of their business plan and have seen the same individuals come back to hire more people for their successful business. * In addition to this, I have also run or assisted in the operation of a couple other businesses from planning, marketing, and website development to product development and manufacturing. |  |
| * I am a self-published author of 2 books and 90+ patterns for various size dolls. * Beyond that, I have also developed and taught several online and in person classes and workshops from Pattern Drafting for Dolls© to Battle Planning and Setting Goals in addition to implementing current curricula for various Microsoft Office Classes and tutoring programs. * I currently implement current curricula for various Microsoft Office Classes and tutoring programs for individuals and small groups. * I have a record of excellent punctuality and attendance which can be verified by my supervisor Harry Banahan. * I am calm, organized and accurate while multi-tasking while handling interruptions. * Attendance, punctuality, initiative and dependability are some of my core values. * I have a strong attention to details through consistently proofreading documents for clients. * I have an expert level certification in Microsoft Word and specialist level certification in Excel giving me a more than working knowledge of the programs. * I use Outlook on a daily basis for all my e-mail, scheduling and task functions. * I have been working with computers for many years starting with Windows 3.1 and moving through the versions from there. * I have an expert level certification in Microsoft Word and specialist level certification in Excel giving me a more than working knowledge of the programs. * I have assisted many individuals from various walks of life with getting jobs and professional positions. * Some individuals had background barriers which made it difficult to place them but with a professional curriculum vitae or resume, coaching and the tools to interview well, over 1000 individuals have gone to work as a result. * How do I know this you might ask? I was responsible for creating the process and maintaining the statistical data on the clients I and my team mates assisted each week. * I also created the final reports for management to use to gain grant related funding for the organization. * I have assisted several clients with business plans, marketing plans and given advice on how to start their business. Many of my clients have come back to happily report that their business has expanded and is doing well. * I have been a guest speaker for Charter College in addition to giving workshops on a rotating schedule and teaching daily computer classes. * I have good organizational skills demonstrated during the times where I had several important projects given to me at the same time from different levels of management. * I have the ability to have state level clearance for handling sensitive and confidential documentation and did so, on a daily basis for the Department of Public Assistance through Nine Star Education & Employment. * In addition to offering excellent customer service and phone etiquette, I use many pieces of office equipment in my day to day duties including copiers and fax machines. * In the last two years of work as a Career Development Mentor and Computer Instructor, I have a good understanding of clerical functions; maintain very confidential client files to HIPPA standards. * I can demonstrate a high level of initiative by seeking out projects that might be useful in the near future or to help out a co-worker before asked. * I have very strong, good interpersonal skills, and the ability to adapt to a busy, changing work environment while maintaining a strong commitment to customer service. * I am incredibly positive and outgoing. * In addition I am also Microsoft Office Certified and seeking a Bachelors of Science Degree in Business Management and Office Applications through Charter College with senior status and Dean’s List Honors. |  |
| **Relevant Classes** |  |
| * Technical Writing * Research Methodologies * Project Management * Marketing with Technology * Telecommunications for Managers | * Statistics * Operations Management * Business Law * Contract Management * Human Resources |
| **Awards** |  |
| * Member of Alpha Gamma Sigma Honors Society * 3rd place Sewing Division Anaheim Doll Show 1995 * San Mateo, Dixon and Solano County Fairs | * Fair awards numerous 1st - 3rd place prizes * Best of Show - Junior Home Arts * Best Male, Clean Pen, First & Second Place, Poultry |
| **Publications** |  |
| * International Doll Magazine, Pattern Consultant 6 published patterns * Dolls In Miniature- article * Doll Castle News- article * Dolls Bears Anywares - Article | **Books**   * Pattern Making for Dolls * Pattern Drafting for Miniatures * 100 patterns for dolls ½”-18” tall |
| **Professional Memberships** |  |
| * AITP Charter College Anchorage, AK October 2006 to October 2009 * Solano Community College Fashion Club Member- Computer Specialist * Solano Community College Member of Jazz Ensemble * Fairfield High School Scarlet Brigade Marching Band * Future Farmers of America - Fairfield High School Chapter |  |