# Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

# Skills

## Technical

* 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, timelines & GANTT Charts

## Computers, Software & Programming

* 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, AdobePro 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**

## Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* 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
* Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
* 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
* Develop plan to create database connections for previously invisible information working with management & IT
* Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
* 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 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

## [Sue’s Tiny Costumes](http://www.suestinycostumes.com/) Business Owner 1996 to present

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 websites
* 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***

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| --- | --- | --- | --- | --- | --- | --- |
| ***Bachelors of Science– Alpha Beta Kappa*** | | | | | | |
| ***B.S. Degree*** *in Business Management & Technology: Concentration in Business Applications*  ***B.S. 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* | | | | | | |
| April 2006 to April 2009 | | Charter College | | | | Anchorage, AK |
| **Relevant Classes** | | | | | | |
| Technical Writing | Project Management | | | Statistics | | |
| Research Methodologies | Telecommunications | | | Business Law | | |
| Contract Management | Human Resources | | | Operations Management | | |
| Marketing | Advanced Web Development | | | JavaScript | | |
| Perl | Visual Basic.NET | | |  | | |
| ***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*** | | | | | | |
| **Archiving Basics** | | State of Alaska | | | | March 2012 |
| **Introduction to Share Point with Lab** | | State of Alaska | | | | April 2011 |
| **HIPAA Security 201** | | State of Alaska Senior & Disabilities Services | | | | March 2011 |
| **Introduction to Supervisor Training** | | State of Alaska | | | | March 2011 |
| **Basic Care Coordination Training for QA** | | State of Alaska Senior & Disabilities Services | | | | 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 | |