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| **Achievements** | | | | |
| * Problem solves on the "go"; coming up with unconventional ideas * Archive more than 5000 files following strict policies and procedures * Field multi-line phones directing or providing technical assistance as needed * Streamlined Management Information Systems input, reduced time consumption by 50% * Proficient in serving multiple customers at the same time completing many tasks for each satisfactorily | | | | |
| **Software** | | | | |
| * CMS: WordPress, Drupal, Dreamweaver, SharePoint * 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, Visio, Star UML, Dia, Freemind * Operating Systems: Windows, DOS, Linux; Android * Cloud and Social Media: Evernote, Gmail, Google Drive, Dropbox, Hootsuite, Facebook, Twitter, G+, Pinterest * Office Suites: Master Certified MS Office, Project, Visio, OneNote, Adobe Pro X | | | | |
| **Skill Sets** | | | | |
| **Administrative & Customer Service** | | | | |
| * Process in coming paperwork up to 50 applications per day * Answer questions via email and phone as well as in person regarding regulations and application process * Maintain a list of applications in process * Run regular and ad hoc reports as required * Develop & update training material, teach & tutor classes | | | | |
| **General Business** | | | | |
| * Set project goals, determine risks, prepare contingency plan and timeline for achievement * Collect and analyze data on customer needs, and buying habits to identify potential markets * Keep up with developments in area of expertise by reading current books & articles * Design, develop, and market products and services * Research and write business, marketing and merchandising plans | | | | |
| **Business Marketing** | | | | |
| * Measure the effectiveness of marketing, advertising, and communications programs and strategies * Gather data on competitors and analyze their prices, sales, and method of marketing and distribution * Design, build, & maintain web sites, using ethical search engine marketing techniques * Develop web site maps, & page templates that meet project goals | | | | |
| **Relevant Work/Volunteer History** | | | | |
| **Technical Writer/Webmaster/Author/Owner** | Sue’s Tiny Costumes/Alaska Office Specialists | | | Anchorage, AK |
| **Senior Services Technician** | State of Alaska | | | Anchorage, AK |
| **Employment Mentor/ Computer Instructor** | Nine Star Education & Employment Services | | Anchorage, AK | |
| **Events Coordinator** | Michael’s Arts & Crafts | | | Portland, OR |
| **Education, Certifications & Awards** | | | | |
| **B.S. Business Management / Information Technology** | | Charter College | Anchorage, AK | |
| **Dean’s List-& Alpha Beta Kappa** | | Charter College | Anchorage, AK | |
| **Microsoft Office Master** | | Microsoft | Anchorage, AK | |