Skills

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