**PROFESSIONAL Expertise**

|  |  |
| --- | --- |
| * + **Project Management**   + **Technical Writing**   + **Website Administrator** | * + **Excel Master**   + **Records Quality Control**   + **Workflow Process Improvement** |
| **Computer Skills**  **CMS:** WordPress, Drupal, Dreamweaver  **Markup/Programming Languages**: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A  **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel  **Graphic Art Suites:** Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, StarUML, Dia, Freemind  **Operating Systems:** Windows, Linux; Android  **Cloud Tools:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, Hootsuite  **Social Media:** Facebook, Twitter, G+, GitHub, Pinterest  **Office Suites:** Master Certified Microsoft Office, Project, SharePoint, OneNote, Open Office, Adobe Pro, Open Office | |
| **Skills**  Self-motivated, strong work ethic, Project Management, Proactive time management, Problem Solving, Tracking systems development & management, Marketing, Data Analytics, Universal Modeling Language (UML)  **Published Works**   * **Library of Congress: Pattern** Drafting for Miniatures & Pattern Making for Dolls * **Magazines:** International Doll Magazine, Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature * **Published:** 100 sewing patterns | |

**EDUCATION**

**Charter College – Alpha Beta Kappa, Dean’s List**

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

**Microsoft Office Master Certification**

Word, Excel, Access, PowerPoint

**Continuing Education Topics**

**2017**

|  |  |
| --- | --- |
| Data Science (Intro Series) | Rapid Prototyping: From Wireframes to HTML |

**2016**

|  |  |
| --- | --- |
| Become a Certified Web Developer  How to Speed Up WordPress Sites  Want to be a Data Scientist?  Introduction to Google Tools  The Basics of APIs  InfoPath (Beginner)  SQL (Beginner)  Git Started with GitHub | Marketing - More effective and efficient  Learn HTML5 Programming From Scratch  Angular 2 Fundamentals with TypeScript  Introductory JavaScript Made Easy Training Tutorial  Basics of Scrum, Agile and Project Delivery  SharePoint (Intermediate to Advanced Topics)  Hot Software Skills for 2016 - Global trends analysis |

**2015**

|  |  |
| --- | --- |
| APIs (Beginner)  Drupal (Beginner Series)  JavaScript  ReactJS (Beginner)  Angular (Beginner) | CompTIA A+ 220-801 - Prepare For The CompTIA A+ 220-801 Exam  How to Write The Ultimate 1 Page Marketing Plan  Social Media Marketing for Total Beginners  Arduino (Variety of topics)  FaceBook Business Pages (Beginner) |

**PROFESSIONAL SKILLS DEMONSTRATED**

State of AlaskaMay 2008-Present

**Senior Service Technician (Administrative Support)**

*The Division of Senior & Disabilities manages and administers the Home and Community Based Waiver Medicaid program. This position supports up to 15 individuals in a unit tasked with certifying and ensuring compliance with regulations.*

* **66% improvement** of workflow processes
* **85% increase** in data collection & notification efficiency
* **Design and Develop Official Application Forms**  for Home and Community Based Waiver Application, Application Guidance and Personal Care Services form and Application Guidance
* **SharePoint** **Administrator** for Team and Division sitesas well as subject matter expert and developer
* **Effectively explain ideas** and information to both technical and managerial users via procedures and user manuals

Sue’s Tiny Costumes1995-Present

*A technical writing and pattern drafting company creating patterns and books for dolls. This is a part-time sole proprietorship that has given the owner many skills such as technical writing and project management along with website design, development and marketing.*

**Technical Writer/Webmaster/Author/Business Owner**

* **Website design, development**, including hand coded and WordPress based websites, design and security
* **Manage social media** accounts, website and marketing of patterns and books
* **Project management** for 2 published books, multiple magazine articles and 100+ patterns

**RELEVANT PROJECTS**

**Settings compliance** started with five individual tools. By reviewing the tools I was able to develop a single tool that captures all the necessary data and consolidates it to go from start to finish for a review, up to and including generating compliance notices. This streamlined process reduced workload on the team of 3 by 66%

**Technical writing pattern development:** *Little Bo Peep and her Sheep* is an award winning pair of patterns placing 1st at the Alaska State Fair and then featured in the Fall 2005 issue of International Doll Magazine. The patterns required many hours of planning, testing and development before they were ready for show, publication and sale.

**Pattern Drafting For Miniatures and Pattern Making for Dolls** are two of my published works. Each one is a detailed set of technical instructions on drafting patterns in small scales. I researched, learned to draft and modified the instructions for full size patterns to work for a smaller scale. Through many tests and individual projects the two books were developed and have been sold world wide both electronically and in hard copy.