

**REBECCA McAFERTY**  
1912 Brown Street SE, Olympia WA 98501

"You must be the change you wish to see in the world."  
- Mahatma Gandhi

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## EMPLOYMENT

### **Washington State Department of Agriculture, Weights and Measures** Sept 07 – Jun 09 [Biofuels Standards Coordinator]

Develop motor fuel sampling policies and procedures, develop consumer protection brochures, provide community and retail education regarding motor fuel quality and state regulations. Collect and present data regarding Washington State Motor Fuel Quality Act. Coordinate labeling requirements with national ethanol organization. Research new motor fuel sampling tests and equipment, and train staff on how to accurately record results. Develop web pages to for the Motor Fuel Quality Program. Discuss and resolve complaints and compliance. Coordinate petroleum industry representative meetings to facilitate education about state requirements and complaints. Organize monthly technical workgroups to develop state policies and technical standards. Research and develop state fuel analysis contract, provide lead technical consultation regarding petroleum quality requirements. Provide program updates to program manager, stakeholders, consumers and other states.

### **Department of Social & Health Services (DSHS), Health and Recovery Services Administration** May 05 – Sept 07 [Provider Communications Program Manager]

Develop documents that inform Medicaid Providers that policy or coverage has changed the reimbursement requirements. Research and develop new IT strategies for improving service. Publish documents to Intranet and Internet. Edit and condense information for public release regarding reimbursements for services. Field questions from Providers regarding procedures and reimbursement rates and procedures. Provide technical support to staff as well as advise about information technology efficiencies.

### **DSHS, Children's Administration** Apr 01 – Mar 05 [Technical Writer]

Develop online user manuals for custom application Case and Management Information System. Test and analyze application for compliance with business requirements, report application bugs. Review Children's policy and regulations. Provide technical support and training to staff. Research accessibility, searchability, development standards and recommend solutions. Install software, troubleshoot and resolve user problems regarding PC configuration. Serve as consultant to other technical and manual writers regarding design and alternative formats for online manuals. Conducted manual review committee, develop criteria for online manuals and supporting documents. Develop recovery plan, document maintenance of the web page. Developed glossary used in all policy manuals.

### **DSHS, Division of Assistance Programs** Sept 99 – Jul 00 [Utility & Electronic Interface Program Manager]

Research new software and hardware products, write proposals for purchasing materials. Design and develop Intranet homepage for our division, create Intranet page to gather feedback online for Temporary Assistance for Needy Families (TANF) policy time limits. Comply with remote server protocols, publish web pages to development server. Lead on ECommerce project to provide forms available online for financial workers and clients. Research and validated WAC & RCW references in 3,500 page manual. Design logos and electronic posters for various projects' web pages. Provide technical computer support for staff in my division as well as others.

### **DSHS, Finance Division, Information Technology Office** Sept 98 – Apr 99 [Project Assistant]

Research methodology and products for projects, create statistical and analytical reports using Crystal Reports, help perform testing and installation of software. Create technical documentation, compile vendor and contract bids or proposals, analyze and report on unit's budget.

**DSHS, Administrative Services Division, Office of Information Services Jul 98- Sept 98 [Research & Dev Project Lead]**

Research new software & hardware products, help design and plan mail room label improvement project. Diagram and map out the current business processes. Train staff on interim system; help lead a design and steering committee to develop a new reliable and scalable database application. Train users on new application; create technical user's documentation as well as administrator level documentation. Organize conferences, prepare presentation material, coordinate support staff and provide updates on process status. Research and prepare state purchase requests and field orders for equipment. Research potential vendors regarding service contracts.

**DSHS, Administrative Services Division, Office of Information Services Aug 97- Sept 98 [Project Assistant]**

Research new products, vendors & services for contracts, review current contracts, facilitate contract meetings. Prepare product comparison reports and develop HTML to create online reports. Organize, plan and prepare materials for conferences. Test Social Services Payment System (SSPS) system for newly developed database design and architecture, report and track application errors, created a technical user's manual. Develop application architecture drawings. Research other state government progress on Y2K Compliance.

**EDUCATION**

- 96-97 Seattle Massage School, Licensed Massage Practitioner Program, Fife, WA
- 91-96 South Puget Sound Community College, Pre-Nursing, Olympia, WA
- 1994 University of the Nations, Primary Health Care School, Kailua-Kona, HI
- 86-90 United States Air Force Technical Training, Graphic Illustrator Training, Denver, CO
- 81-85 Olympia High School, Business & Art, Olympia, WA

**TRAINING**

- Jan 09 Advanced Contracting, WA State, OFM, Olympia WA
- Mar 08 Personal Service Contract, WA State, OFM, Olympia WA
- Dec 07 Powerful Communication, WA State, DNR, Olympia WA
- Mar 07 Intro Visual Basic 2005, WA State, DSHS, Olympia WA
- Jan 03 Kepner-Tregoe, Project Management, WA State, DSHS, Olympia WA
- Dec 01 Dreamweaver UltraDev 4, WA State, DSHS, Olympia WA
- Nov 99 MS Access 98, Level 3, Application Development, WA State, DSHS, Olympia WA
- Mar 98 Intro to Crystal Reports 6.0, WA State, DSHS, Bellevue Community College
- Sep 95 Alternative Dispute Resolution Training, University of Washington Law School, Seattle WA

**AWARDS**

- DSHS Children's Administration, Outstanding Employee 2002.
- DSHS Director's Award for Process Improvement Team 1998, Finance Division.
- Thurston County Fire Dist. 6, Rookie and EMT of the Year 1993.

**COMPUTER SKILLS**

MS SharePoint, Ektron Content Management, Dreamweaver MX, RoboHelp X3, RoboDemo, Adobe Photoshop 7, InDesign, FirstPage, ListServ, Excel, Word, Access, PowerPoint, Crystal Reports, FrontPage, PageMaker, Publisher98, FoxPro, Visio Professional 2--Technical, FlowCharter, Adobe Acrobat, SnagIt.  
 Programming Language: HTML, JavaScript, .ASP, .SSI and .CSS.

**REFERENCES**

- |              |                |                     |
|--------------|----------------|---------------------|
| Jason Crabbe | (360) 725-1346 | CRABBJR@dshs.wa.gov |
| Anne Hunt    | (360) 412-3930 | HUAT300@dshs.wa.gov |
| Kathy Sayre  | (360) 725-1342 | SAYREK@dshs.wa.gov  |