

## Contact

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[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby)  
(LinkedIn)  
[www.sue-a-darby.com](http://www.sue-a-darby.com) (Portfolio)  
[www.suestinycostumes.com](http://www.suestinycostumes.com)  
(Other)  
[www.sue-a-darby.com/learning/index.php](http://www.sue-a-darby.com/learning/index.php) (Other)

## Top Skills

Technical Writing  
Technical Documentation  
Project Management

## Languages

French (Elementary)

## Certifications

Try Git  
MSOS: Microsoft Word 2003  
Microsoft Office Master  
MSOS: Microsoft PowerPoint 2003  
MSOE: Microsoft Word 2003 Expert

## Honors-Awards

Alpha Beta Kappa Honors Society,  
Charter College, Anchorage, AK  
Dean's List, Charter College,  
Anchorage, AK  
Microsoft Office 2003 Master, Nine  
Star Education & Employment  
Services, Anchorage, AK

## Publications

Pattern Making for Dolls  
Pattern Drafting for Miniatures  
Published Patterns  
Pattern Consultant

# Sue Darby

Seeking remote/Anchorage, AK area position as tech writer. I  
diagram processes w/UML to make manuals w/ANY software app!  
Palmer, Alaska

## Summary

I am an experienced talent on the labor market. I'm an explorer,  
ready for adventures. I'm an achiever, who is willing to work hard to  
reach goals.

Adept with formatting programs, content management systems,  
office suites and code. I excel at improving workflows and  
documenting processes. I'm known for my ability to accomplish  
assignments and projects on time thanks to my project management  
skills. Skilled in a variety of programming & markup languages  
I never want to stop learning! I'm a collaborative team member,  
getting along well with people around me.

I can target technical instructions to the level of the audience as  
well for presentations. I also install, set up, maintain and secure  
WordPress websites. I am a published author, honors graduate and  
amateur photographer.

Continuous personal development and adaptability are in high  
demand in a fast-changing work environment, thus sharing my  
knowledge is important to me. I'm determined to have a positive  
impact – not only on the working environment but on the whole of  
society. Creativity is one of my strengths and I'm always up to try  
something new. I am a great asset to a team!

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## Experience

Alaska Office Specialists  
Business Consultant & Technical Writer ✉ Transition Projects  
August 2008 - Present  
[www.alaskaos.com](http://www.alaskaos.com)

Articles and writing samples with tools from internet or custom built  
and shared [www.books-music-more.com](http://www.books-music-more.com), [www.coffee-institute.com](http://www.coffee-institute.com),  
[www.craftpatternemporium.com](http://www.craftpatternemporium.com), [www.sue-a-darby.com](http://www.sue-a-darby.com)

- 5+ Websites are demonstrations of website coding, writing and maintenance
- Author, illustrate and diagram 10+ instructions & articles written with an end user in mind
- Build 15+ templates to make workflows, work and repetitive tasks efficient
- 20+ Charts and graphs; 4+ custom macros to improve workflows
- Install, setup, manage content creation and maintain look, security and functionality of 10+ websites

## Sue's Tiny Costumes

Web Master, Project Manager, Designer, Owner

September 1995 - Present

Sue's Tiny Costumes makes patterns in the micro scale designing, planning and creating her own products from concept to completion.

- Project management and project planning of technical books and patterns
- Marketing of new and current patterns via website development, blog content and social media outlets
- Published author of 2 books and over 100 sewing patterns
- Photography of finished items for patterns and website
- Website design, development and management including new content and security

## State of Alaska

Senior Services Data Analyst Technician

February 2014 - December 2017 (3 years 11 months)

Anchorage, Alaska Area

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home & Community Based Waiver and Personal Care Assistance program.

Settings compliance ~ Development of a single tool to capture data, aggregate, & generate individualized notices. Development of a macro to take 1000+ final notices to a mass email merge of PDF files. Additional tool developed for compiling statistics and tracking the progress of the project for reporting. This includes documenting the process & training the team. Time savings for team of 66%.

Application Tracking System ~ Created an interim data tracking system using SharePoint to measure the time frames for processing applications. The in-house database did not have this function. I trained co-workers in use of various views & troubleshoot system as necessary as site admin. Team efficacy improvement 74%.

System is used for generating reports on where applications & changes are in the processes. This system is being used as inspiration & a guide for building new reports within the Harmony System.

- Has written 30 or more technical software tutorials & procedural manuals
- Diagram internal processes using Universal Modelling Language (UML) to increase efficiencies
- Designated by IT as a SharePoint Administrator for 3 State of Alaska sites; develop tools, manage permissions, train new staff, participate in budget & planning meetings
- 40% advancement in data capture and accuracy from changes identified & made to main database
- Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45%
- Creation of 46 official application forms for Medicaid Waiver Programs ensuring ADA compliance
- Process 1500+ incoming applications, distribute to reviewers and issue reminder letters to providers who are untimely
- Master user for MS Office 2003-2013 including testing of newer computer builds for IT as super user

### iA3

#### Webmistress

October 2015 - December 2016 (1 year 3 months)

Anchorage, Alaska Area

Recruited to work on iA3's website during the start up phase for website management and content development

#### Key Contributions

- Setup and configuration of theme, home page, privacy policy and additional content
- Facebook and Twitter account management
- Gaining technical knowledge and expertise regarding the hardware and software of the iA3 EdgeBrain a micro PC controlling industrial level water systems

### State of Alaska

#### Office Assistant II

May 2008 - February 2014 (5 years 10 months)

Anchorage, Alaska Area

Transitioned to the Senior Services Technician in 2014 as the work as an Office Assistant II became more complex than the position allows.

Administrative support for 10-15 professionals providing tasks such as mail outs, mail merges, email management and filing support. Also provided team leadership to Department of Vocational Rehabilitation and Mature Alaskans Seeking Skills Training participants teaching a variety of clerical and computer skills and offering assistance as necessary. Progressed from a level I to a level II Office Assistant within about a year of starting with the State of Alaska. Quickly became a sought out subject matter expert in Excel, archiving, SharePoint and certification application processing.

#### Key Contributions

- Responds to and takes appropriate action when within prescribed parameters, redirects to the correct professional staff when beyond knowledge base or those parameters, routes various emails to specific professional staff for decisions and action.
- Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants.
- Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.
- Database management, maintains systems to ensure data integrity.
- Serves as lead in selecting, training and oversight of DVR, MAAST and administrative support
- Provides support and maintenance of the unit's copiers, fax machines and other machinery in the office.
- Prepares materials for dissemination to providers, including recertification notifications
- Keeps Provider Certification records and files organized and complete.
- Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.
- Provides detailed information on program regulations; advises the public on program applicability and requirements

#### Nine Star Education & Employment Services

##### Career Development Mentor & Computer Instructor

April 2006 - April 2008 (2 years 1 month)

Anchorage, Alaska Area

Sue Darby, was an AmeriCorps Member, in the Career Development Center of Nine Star Education and Employment Services. Sue brought to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers.

#### Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients into File Maker Pro via Citrix
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

#### Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the MOS exams
- Answer student questions about various software

#### Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

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## Education

### Charter College

Bachelors/Associates, Business Management Practice & Office Applications · (2006 - 2009)

### OStraining & Udemy

Technology, Tech, Personal & Professional Development · (2016)

### Free Code Camp

Full Stack Web Development Certification, Computer Software Engineering · (2016)

### Solano Community College

Certificate, Fashion Design · (1995 - 1997)

### GNC Web Creations Online Search Engine Optimization Class

none, SEO · (2002 - 2020)

