


PERSONAL INFORMATION

Sue Darby

 900 Josh Dr, Palmer, AK 99645, 99645-6554 Palmer (United States)

 907-707-5654

 sue@sue-a-darby.com

 www.sue-a-darby.com

PREFERRED JOB

Technical Writer

WORK EXPERIENCE

1 Oct 2008–Present

Technical Writer

Alaska Office Specialists, Palmer (United States)

Articles and writing samples with tools from internet or custom built and shared www.books-music-more.com, www.coffee-institute.com, www.craftpatternemporium.com, 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

1 Sep 1995–Present

Technical Author

Sue's Tiny Costumes, Palmer (United States)

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

- Design, testing and illustrated technical writing for 100 patterns for a variety of dolls from ½" -18" tall
- Successful project management and project planning of 2 technical books and 100 patterns
- Marketing of 100 patterns via website development, blog content and social media outlets
- 2 Website designs, development and management including new content and security
- Published author of 2 books with articles in 4 magazines
 - "Pattern Drafting for Miniatures" & "Pattern Making for Dolls", International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature "

28 May 2008–15 Dec 2017

Senior Services Technician

State of Alaska, Anchorage (United States)

Part of a collaborative team of 10-15 professionals. Quickly became a sought out subject matter expert in Excel, SharePoint and process improvements.

- 66% increase in workflow via macro design, programming, development and implementation
- 60% refinement in workflow from development of checklist tool, trained staff to maintain tool
- 74% time gain for team from programming of tool to track certification process
- 66% improvement of workflow processes via macro programming & process design
- 85% increase in data collection, clean up & notification efficiency
- Appointed SharePoint Administrator for 2 sites to develop tools for team including technical documentation

- Present technical topics to non-technical and technical users in easy to understand language

EDUCATION AND TRAINING

1 Mar 2006–13 Jun 2009

Bachelors of Science, Business Management & Information Technology

Charter College, Anchorage (United States)

PERSONAL SKILLS

Mother tongue(s) English

Foreign language(s)

French

| UNDERSTANDING | | SPEAKING | | WRITING |
|---------------|---------|--------------------|-------------------|---------|
| Listening | Reading | Spoken interaction | Spoken production | |
| A1 | A1 | A1 | A1 | A1 |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Digital skills

| SELF-ASSESSMENT | | | | |
|------------------------|-----------------|------------------|-----------------|-----------------|
| Information processing | Communication | Content creation | Safety | Problem solving |
| Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |

Digital skills - Self-assessment grid

Other skills

- Technical Writing
- Project Management
- Digital, Verbal & Written Communication
- Problem Solving
- HTML, CSS, JavaScript, PHP, XML, JSON
- Visual Studio Code
- Visio, Star UML, Universal Modeling Language
- Microsoft Office, Adobe Acrobat

Visual Basic.NET, WordPress, SharePoint, Adobe Pro, PHP, Self-motivated, Google Drive Office Suite, WAMP, Perl, BASIC A, MYSQL, PHPMyAdmin, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, Evernote, Toodledo, Gmail, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, Document Management, Attention to Details, Mentor Team Members, WooCommerce, Trello, Customer Centric Service, Content Management & WordPress, Self-Motivated