

# Sue Darby

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900 Josh Dr, Palmer, AK 99645

## Technical Writer

Goal Setting, Tech Savvy, Process Documentation

### Summary

Adept with formatting programs, content management systems, office suites and code. Sue excels at improving workflows and documenting processes. She is known for her ability to accomplish assignments and projects on time thanks to her love of task lists and project management skills. Skilled in a variety of programming & markup languages she never wants to stop learning! She is a collaborative team member, getting along well with people around her. Creativity is one of her strengths and she's always up to try something new. She is a great asset to a team!

### Skills

- Technical Writing
- Project Management
- Self-Motivated
- Verbal & Written Communication
- Problem Solving
- Customer Centric Service
- HTML, CSS, JavaScript, PHP
- XML, JSON
- Visual Studio Code
- Universal Modeling Language (UML)
- Microsoft Office, Adobe Acrobat

### Experience

**Technical Writer** ~ [Alaska Office Specialists www.alaskaos.com](http://www.alaskaos.com) ~

Volunteer ~ Current ~ Palmer, AK

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

**Technical Writer & Published Author** ~ [Sue's Tiny Costumes www.suestinycostumes.com](http://www.suestinycostumes.com) ~

Volunteer ~Current ~ Palmer, AK

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 “Pattern Drafting for Miniatures” & “Pattern Making for Dolls”, International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”

**Member** ~ Amtgard, Kingdom of Northreach ~

Volunteer ~ Current

Currently assisting other members with a variety of sewing and crafting projects

- Organize, develop and teach basic sewing class
- Project development for individual field identification flags & game props
- Project management of Court Garb design, budget, sourcing, pattern making and construction
- Received 1<sup>st</sup> Order of the Rose award

**Secretary** ~ Alaska Coalition for Telehealth & Telemedicine [www.akctt.org](http://www.akctt.org) ~

2017-Present

- Take meeting minutes, with accuracy, formatting to organizational standards
- Participate in discussions on regulations and effects of Telehealth and Telemedicine in Alaska
- Website updates and management

**Senior Services Technician** ~ State of Alaska ~ [www.alaska.gov](http://www.alaska.gov) ~

2008 - 2017~Anchorage, AK

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

**Computer Instructor & Career Development** ~ **Nine Star Education & Employment** [www.ninestar.org](http://www.ninestar.org) ~

2006 – 2008

AmeriCorps Member, in Career Development Center of Nine Star Education and Employment Services.

Delivered a high level of personalized customer service, ability to teach life skills, as well as computer skills, to a diverse group of customers.

- Instruct 50+ individuals in basic computer skills & Microsoft Office applications
- 50% improved time management; reduce management's information systems data entry
- Collect and present computer student statistics & career development data to 60+ professionals
- Create 10+ document templates used for generating reports following company style guide
- 50% increase in streamlining administrative processes
- Develop class curriculum, teach 5+ computer classes, answer student questions about software
- Serving 5-15 people daily, draft and edit resumes, cover letters and other business correspondence

## 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

A.S. Degree in Computer Science: Concentration in Business Applications

A.S. Degree in Business Management Practice

Microsoft Office Master Certification

## **Courses**

JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint, Unity/C#

## **Additional Applications**

[Visio](#), [Star UML](#), [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, Google Suite, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, Document Management, Attention to Details, Mentor Team Members, WooCommerce