



Sue Darby
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Master Certified MS Office 2003

MS Office 95-2010

MS Project

MS Visio

MS SharePoint 2007-2010,

OneNote

AdobePro X & XI

Document Design & Formatting

Corel Draw Suite

UML

Visio

Streamline Administrative
Processes

Database Improvements

Data Tracking

Report Processes

Project Management

Task Management

Goals

Budgets

Timelines

GANTT Charts

Technical Writing

Web Master

Marketing

Business Owner

HTML

CSS

JavaScript

Perl

Visual Basic

Product Design & Development

Profile

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50%; improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes

Experience

State of Alaska, Division of Senior & Disabilities Services
Quality Assurance, Provider Certification & Compliance
Administrative Clerk II, Office Assistant I, Office Assistant II

Anchorage, AK
May 2008-Present

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Anchorage, AK
April 2006-April 2008

Sue's Tiny Costumes
Business Owner & Webmaster

Sept 1996-Present
www.suestinycostumes.com

Education & Training

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

2009

Microsoft Office Master Certification
Word, Excel, Access, PowerPoint

2009

Introduction to SharePoint

2011

SharePoint for Site Owners & Power Users

2013