

# SUE DARBY

Anchorage Area, Alaska | 907-707-5654

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) | [www.sue-a-darby.com](http://www.sue-a-darby.com) | [www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby)

## Data Analyst

### SKILLS

- [SharePoint](#), Project Management
- Technical Writing, Document Management
- Digital, Verbal & Written Communication
- Problem Solving
- HTML, CSS, JavaScript, PHP, XML, JSON
- Databases, Access
- [Visio](#), [Star UML](#), Universal Modeling Language
- Microsoft Office, Adobe Acrobat, Project

[Visual Basic.NET](#), [WordPress](#), [Adobe Pro](#), [PHP](#), [Self-motivated](#), [Google Drive Office Suite](#), WAMP, Perl, BASIC A, MYSQL, PHPMyAdmin, OneNote, Drupal, Dreamweaver, Corel Draw, Paint Shop Pro, Windows, Linux, Android, GitHub, Slack, Visual Studio Code, Trello, Content Management & WordPress, Mentor Team Members, Self-Motivated

### ACHIEVEMENTS

- Appointed SharePoint Administrator for 3 sites to develop internal tools, including technical documentation, managed additional sites
- Built custom SharePoint systems for certification, CPR Waivers, archiving and Excel tracking tools for critical incidents & Habilitation Providers compliance
- Habilitation Providers - compilation, analysis, extrapolation and implementation of database modifications
- 66% increase in workflow via macro design, programming, development and implementation
- 85% increase in data collection, clean up & notification efficiency

### EXPERIENCE

#### Alaska Office Specialists ~ Technical Author & Webmaster

2008-Present

Projects to keep skills sharp during transition to new positions including website design, programming and Excel.

#### Sue's Tiny Costumes ~ Technical Author

1995-Present

Technical writing, design & development of books and patterns for small dolls. Included published work and award-winning designs.

#### State of Alaska ~ Senior Service Technician

May 2008-Dec 2017

Primary technical support staff for Certification and Compliance Unit. Designed, developed and maintained databases and file tracking systems

### EDUCATION

#### Charter College ~ 2009 ~ 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

### PROJECTS

**Settings compliance** ~ *Development of a single tool to capture data, aggregate, and 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 and training the team*

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

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

**CPR Waivers** ~ *Built tracking system in SharePoint to track requests for CPR & First Aid Waivers from providers. System brought abuse of the process to management's attention and generated regulatory changes. System was incorporated into Harmony Database during development.*

**Habilitation Homes Project** ~ *A specific type of provider was not found in the main database, DS3. This project modified the database, collected the missing information, entered it and connected it correctly and developed several reports to track the missing data and ensure the integrity of the data moving forward.*

*In addition to the initial entry and connections for each contracted home, maintenance for each record is conducted as the host agency is recertified. Additionally, reports have been created to track and more easily see which homes contract with each agency or agencies. This ensures there is less fraud and Medicaid abuse.*

*While the new database, Harmony was being developed, I was consulted on the connections, reports and data needs of this group of providers.*

**Archives ~** *As the division subject matter expert was part of the development of the SharePoint Site that tracks all the files that are sent to Archives or Off-Site Storage. Working closely with the techs I helped find and fix bugs in an older system for calculating retention times, update the form to match the required form for Archiving and work as an administrator of the site adding new team members to the site.*

*Previously the Archive SharePoint site, built in SharePoint 2007 and converted to 2010 was not computing retention times correctly. I took the lead to work with the SharePoint Developers to update and improve the system. In the process working closely to test and deploy fixes and becoming a site admin for the test and production sites due to my knack for finding the problems or suggesting where the issue might be within the code. When the new system, Harmony went live in 2018 this system was retired.*

**Critical Incident Reports ~** *In 2009 the State of Alaska implemented mandatory reporting of neglect, abuse and fraud for vulnerable adults. There initially was no process in place to track the incoming reports. I developed a spreadsheet that tracked basic data and over time modified repeatedly to generate various types of information for the Commissioner (state) and (CMS) Center for Medicaid & Medicare Services (federal) level reporting. Based on my system IT built a SharePoint site and then built the process into Harmony during development.*