

Sue Darby

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Technical Writer

I am seeking full time work and have over 20 years of experience as an advanced computer user and writer. I have been proven to be detail oriented in determining the requirements for both users and technical staff providing a unique bridge between management and technical staff. Creative in the use of technology to solve problems and create detailed business processes. Areas of expertise include:

- | | | |
|------------------------------|---------------------|--------------------|
| ⇒ Content Management Systems | ⇒ Cloud Tools | ⇒ Procedures |
| ⇒ Programming | ⇒ Social Media | ⇒ Diagrams |
| ⇒ Databases | ⇒ Office Suites | ⇒ Data Tracking |
| ⇒ Graphic Arts | ⇒ Data Analytics | ⇒ Tracking Systems |
| ⇒ Operating Systems | ⇒ Technical Writing | ⇒ Sewing |

Professional Experience

iA³

Webmaster, Programmer & Technical Writer

2015 to Present

Recruited to work on iA³'s website during the startup phase and grow into not only website management and content development but programming dashboards with Angular 2 and contributing to the technical documentation of the iA³ EdgeBrain system

Key Contributions

- ⇒ Setup and configuration of theme, home page, privacy policy and additional content
- ⇒ Social Media management for multiple channels including Facebook, G+, Twitter and LinkedIn
- ⇒ Currently learning Angular 2 to support dashboard implementation for customer facing tools
- ⇒ Gaining technical knowledge and expertise regarding the hardware and software of the iA³ EdgeBrain

State of Alaska, Division of Seniors & Disabilities

2008 to Present

Senior Services Technician, Office Assistant I & II, Admin Clerk II

Hired as a unit clerk, advanced skills were quickly put to use for databases, tracking system development and a variety of key projects for not only the unit but at the department level as well. I am considered a division subject matter expert in several areas.

Key Contributions

- ⇒ Design and implementation of projects; Application Tracker, Habilitation Homes and Critical Incident Report Tracking
- ⇒ Administrator of Division Archiving SharePoint as well as subject matter expert for system working closely with programmers to improve functionality, speed and optimization of workflow
- ⇒ Streamline administrative processes, database improvements, data tracking and report processes
- ⇒ Subject matter expert and user tester for new internal database system identifying issues with functions that are not working and other workflow problems and areas of improvement
- ⇒ Maintain hard files, electronic files and database files in multiple systems for over 1000 providers including tracking end dates, sending notifications and screening applications for completion

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Nine Star Education & Employment

2006 to 2008

Computer Instructor & Career Development Mentor

I have worked as an AmeriCorps Member in dual roles. Mornings were spent working with individuals to find jobs, write resumes and other job related activities. Afternoons were for teaching computer skill classes. I ultimately managed 2 Career Development labs and one computer lab.

Key Contributions

- ⇒ Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting
- ⇒ Create curriculum and teach computer skills to beginning and advanced students
- ⇒ Reduced data entry of management by 50%
- ⇒ Matched job seekers with positions, assisted with resume and cover letter creation, interview skills

Entrepreneur

1995 to Present

Business Owner, Webmaster, Published Author & More

I am a part time sole owner of multiple sites ranging from crafting patterns and technical books to website creation and marketing. Configure and maintain multiple sites including social media channels.

Key Contributions

- ⇒ Technical writing for Pattern Drafting books, 100 published patterns and numerous tutorials
- ⇒ Published in the Library of Congress, 4 magazines as well as on business website
- ⇒ Content creation for multiple topics including books, coffee, dolls and general business
- ⇒ Configure and maintain HTML and WordPress based websites maintaining e-commerce based sites and security of all content and hosting accounts as well as social media accounts

Education and Technical Proficiencies

Charter College **Alpha Beta Kappa Honors**

Bachelors of Science: Business Management and Technology: Concentration in Business Applications

Bachelors of Science : Business Management and Technology

Associate of Applied Science Degree: Computer Science: Concentration in Business Applications

Associate of Applied Science Degree: Business Management Practice

Certificate: Computerized Office Associate

Certificate: Computerized Office Specialist

Certifications: Microsoft Word (Basic and Advanced), Microsoft Excel (Basic and Advanced), Microsoft Access, Microsoft PowerPoint, Master Level Microsoft Office

Technical Skills

~HTML5~CSS~Web design ~WordPress ~Drupal ~Dreamweaver ~Perl~ Visual Basic~
~MYSQL~PHPMyAdmin~CPanel~CorelDraw~Visio~Windows~Linux~Android~Slack~ ~Evernote~
~Google Drive ~Master Certified MS Office ~Project ~SharePoint ~OneNote ~Adobe Pro~
~Technical Writing~ Project Management ~Statistics~ Telecommunications~ Business Law~
~Marketing~ Operations Management~