

## *Sue Darby*

907-746-5978 Home

907--355-3750 Cell

sue@sue-a-darby.com

www.sue-a-darby.com

@suedarby

Linkedin/suedarby

**S**ue 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. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years experience with computers and is looking to make a change in career path.

### *Computer Skills*

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

### *Technical Achievements*

- Design and implementation of projects:
  - “Habilitation Homes Project” to connect licensed homes with certified agencies
    - Additional information entered for Day Habilitation providers
    - Ongoing maintenance and reporting of connecting homes
  - “Critical Incident Report Tracking” system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
  - Records retention subject matter expert
- Streamline administrative processes, database improvements, data tracking and report processes
  - Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
  - Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
  - Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
  - Develop note entry process to provide accurate data for weekly reporting processes
- Effectively explain ideas and information to both technical and managerial users
  - Explain many MS Office skills to others ensuring efficient application use
  - Write technical tutorials and processes for future staff reference
  - Write business document to correct errors and improve data results for public search tool
  - Provide information to help other divisions with efforts to share data
- Manage social media accounts, website and marketing of patterns and books
  - Track marketing efforts to increase visitor conversion
- Website design, development, including hand coded and Word Press based websites
  - Write and edit HTML, CSS, JavaScript and PHP
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

### *Management Achievements*

- Lead, train and delegate tasks to clerical staff
  - Contribute input on applicant interviews, selection or termination
  - Review candidate resumes and qualifications
  - Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
- Reduce Management’s information systems data entry 50%; improved time management

### *Writing Achievements*

- Develop and continually improve processes

- o Design and write tutorials, diagrams and hands on training methods
  - o Contribute to formal policies during development phases
  - o Design and format forms used internally and externally
  - o Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
- Publish
  - o 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  - o Technical instructions with drawn diagrams
  - o Photography of final products
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

### ***Experience***

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Certification and Compliance</i>		
	Senior Services Technician	Feb 2014-Present
	Office Assistant II	Nov 2011-Feb 2014
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music &amp; More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education &amp; Employment Career Development Mentor &amp; Computer Instructor</i>		
		Apr 2006-Apr 2008

### ***Volunteer Experience***

Alaskans for Palmer Hay Flats  
CCS Headstart

## ***Education***

### **Charter College**

### **Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** - Business Management and Technology: Concentration in Business Applications

***Bachelors of Science Degree*** - 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

### **Relevant Classes**

- Technical Writing
- Project Management
- Statistics
- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
- Contract Management
- Human Resources
- Operations Management
- Perl
- Marketing
- JavaScript

### **Self Paced Studies**

- Java

### **Learnable Courses**

- HTML 5
- CSS
- JavaScript
- PHP MYSQL
- Web design

### **Website Development and Design**

GNC Web Creations Online

### **Business Marketing**

University Alaska Southeast Juneau, AK

### **Certifications**

#### **Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

### **Training**

COGNOS 2014

HIPAA Security 201 State of Alaska 2014

Archiving Basics State of Alaska 2012

Introduction to Share Point with Lab State of Alaska	2011
Introduction to Supervisor Training State of Alaska	2011
Basic Care Coordination Training for QA State of Alaska	2010
Introduction to Office 2007 State of Alaska	2009

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<https://www.linkedin.com/in/suedarby>

## Computer Skills

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel

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## Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

## Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

## Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

## Experience (Full-Time)

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

## Experience (Part-Time)

*Sue's Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

## Education

**Charter College      Bachelors of Science– Business & Technology      Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management      □□□~ Statistics ~ Research Methodology  
Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract  
Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDEMY Online**

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS      (database report manager)	2014
HIPAA Security 201 State of Alaska	2008-2014
Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
Introduction to Supervisor Training State of Alaska	2011
Basic Care Coordination Training for QA State of Alaska	2010
Introduction to Office 2007 State of Alaska	2009

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Twitter: @suedarby LinkedIn <https://www.linkedin.com/in/suedarby>

## Computer Skills

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*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician	Feb 2014-Present
Office Assistant II	Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II	May 2008-Nov 2011
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## Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
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<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
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<i>Books, Music &amp; More</i>	Entrepreneur	Oct 2008 -Present
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<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
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<i>Nine Star Education &amp; Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008
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## Education

Charter College	Bachelors of Science-- Business & Technology	Alpha Beta Kappa 3.85 GPA
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## Relevant Classes

~Technical Writing Project Management

□□□~ Statistics

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~

Marketing ~ JavaScript ~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~

## Training

COGNOS	2014
HIPAA Security 201 State of Alaska	2008-2014
Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
Introduction to Supervisor Training State of Alaska	2011
Basic Care Coordination Training for QA State of Alaska	2010
Introduction to Office 2007 State of Alaska	2009



**Objective:** To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

- Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
- Proficient in the use of various resources to research topics pertinent to business or employment
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Savvy with planning & marketing ideas for businesses
- Establish positive & consistent customer relations
- Create templates used for generating reports & statistics
- Develop curricula, & plan course content & methods of instruction
- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

- Research & write business, marketing & merchandising plans
- Keep up with developments in area of expertise by reading current books & articles
- Set project goals, determine risks, prepare contingency plan & timeline for achievement
- Collect & analyze data on customer needs, & buying habits to identify potential markets
- Seek & provide information to help companies determine their position in the marketplace
- Attend staff conferences to provide management with information & proposals
- Review financial statements, sales & activity reports
- Measure & assess customer satisfaction

**Business Marketing**

- Design, develop, & market products and services
- Measure the effectiveness of marketing, advertising, & communications programs & strategies
- Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Monitor industry statistics & follow trends in trade literature or online
- Develop web site maps, & page templates that meet project goals

**Training Specialist**

- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Present lectures & conduct discussions to increase knowledge & competence

Cell: 907-764-3054  
Home: 907-562-5612

**Sue Darby**  
E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com)

3311 Max Cir #3  
Anchorage, AK 99507

**Objective:** To obtain a position assisting individuals with **Small Business Development**

- Develop & deliver distance education curriculum to special needs students
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various computer software packages
- Monitor, evaluate, & record training activities & program effectiveness
- Offer specific training programs to help workers maintain or improve job skills
- Attend meetings & seminars to obtain information for use in training programs
- Observe work to determine progress, provide feedback, & make suggestions for improvement

### **Career Development**

- Interview applicants to obtain information on work history, training, education, & job skills
- Conduct job-matching to find good fit between clients & hiring companies
- Assess clients for barriers & brainstorm ways to overcome them
- Input confidential client information into File Maker Pro via Citrix
- Draft & edit resumes, cover letters & other business correspondence
- Establish & maintain relationships with businesses to stay abreast of hiring needs
- Direct clients to appropriate resources & assist clients in their use of outside assistance

### **RELEVANT WORK/VOLUNTEER HISTORY**

Employment Mentor	Nine Star Education & Employment Services	Anchorage, AK
Computer Instructor	Nine Star Education & Employment Services	Anchorage, AK
Business Owner	Sue's Tiny Costumes	Anchorage, AK
Marketer	Integrity Designs	Wasilla, AK
Graphic Designer	Miniature Doll List	National
Operations Assistant	Shirley's Creative Designs	South Lake Tahoe, CA
Events Coordinator	Michael's Arts & Crafts	Portland, OR

### **Education, Certifications, Professional Organizations & Awards**

B.S. Business Management / Office Applications (double concentration - seeking)	Charter College	Anchorage, AK
Dean's List-Current	Charter College	Anchorage, AK
Microsoft Office Specialist Word 2003	Certipoint	Anchorage, AK

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Anchorage, AK 99507

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**Objective:** To obtain a position assisting individuals with **Small Business Development**

Association of Information Technology Professionals	Charter College	Anchorage, AK
Website Development & Design	GNC Web Creations	Water Valley, MS
MS Office 2002 Certificates	National Computer Science Academy	Dallas, TX
First Aid/CPR	American Red Cross	Anchorage, AK
Business Marketing	University Alaska Southeast	Juneau, AK
Certificate – Fashion Design	Solano Community College	Suisun, CA
Alpha Gamma Sigma Honors Society (Lifetime Member)	Solano Community College	Suisun, CA
Fashion Design	Brooks College Fashion Design	Long Beach, CA

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Sue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your team.

### **Achievements**

- Develop unit SharePoint to track internal errors, providing report to management for team development and training
- Works with IT and Research and Analysis teams on main database functionality; thus improving the connecting of subcontractors to certified agencies
  - Works closely with the SharePoint development team to ensure Archiving site calculates correct retention as per regulations
- Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files sent to Archiving

### **Computer Skill Set**

- Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
- Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ certification
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL, and SQL based databases
- Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

### **Business Skill Sets**

- Technical writing including; office procedures, project requirements and proposals, drafting patterns
- Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
- Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management
- Organization and logistics

### ***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician

Feb 2014-Present

Office Assistant II

Nov 2011-Feb 2014

Admin Clerk II

May 2008-Nov 2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008

*Sue's Tiny Costumes*

Entrepreneur/Webmaster

Oct 1995-Present

### ***Education***

**Charter College**

**Alpha Beta Kappa**

**June 2009**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications

Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications

Business Management Practice

***Certificate***

Computerized Office Associate

Computerized Office Specialist

***MS Office Master Certification***

### ***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification, Android Development

### ***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

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**S**ue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

### **Achievements**

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

### **Computer Skill Set**

- Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source options.
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

### **Business Skill Sets**

- Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
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~ Marketing ~ JavaScript~

ions ~ Statistics ~ Research Methods

## **Learnable and Udemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

### **Training**

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Introduction to Office 2007 State of Alaska	2009



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

VisualBasic

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Palmer, AK 99645  
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### Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Design improved file & 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"
- Creation and technical writing for 100 miniature & small doll patterns
- Website design, development, & marketing; WordPress, HTML & CSS based sites

### Experience

State of Alaska, Division of Senior & Disabilities Services  
Quality Assurance, Provider Certification & Compliance  
Administrative Clerk II, Office Assistant I, Office Assistant II  
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April 2006-April 2008

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Business Owner & Webmaster

Sept 1996-Present

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### Education & Training

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2009

Microsoft Office Master Certification  
Word, Excel, Access, PowerPoint

2009







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

Sue Darby  
907-334-2639 Work  
907-746-5978 Home

[www.sue-a-darby.com](http://www.sue-a-darby.com)

900 Josh Dr  
Palmer, AK 99645  
[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

### 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
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Nine Star Education & Employment Services Career Development Center Mentor & Computer Instructor	Anchorage, AK April 2006-April 2008
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Sue's Tiny Costumes Business Owner & Webmaster	Sept 1996-Present <a href="http://www.suestinycostumes.com">www.suestinycostumes.com</a>
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### 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	2009
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*Product Design & Development*

Associate;  
Certificate in Computerized Office Specialist

Microsoft Office Master Certification  
Word, Excel, Access, PowerPoint

*2009*

Introduction to SharePoint

*2011*

SharePoint for Site Owners & Power Users

*2013*

## *Sue Darby*

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### *Skills*

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI  
**Databases:** MMIS, DS3, Citrix, Access, Enterprise  
**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind  
**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android  
**Open Source:** KingSoft Office, Open Office  
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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings  
**CMS:** WordPress, Drupal, Dreamweaver  
**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

### *Technical Achievements*

- Design and implementation of projects:
  - “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  - “Critical Incident Report Tracking” system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Streamline administrative processes, database improvements, data tracking and report processes
  - Research date & dates stamping equipment purchase to reduce clerical processing time
  - Develop checklists to ensure applications processing efficiency
  - Develop note entry process to provide accurate data for weekly reporting processes
- Effectively explain ideas and information to both technical and managerial users
  - Explain many MS Office skills to others ensuring efficient
  - Write technical tutorials for future staff reference
  - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
  - Track marketing efforts to increase visitor conversion
- Website design, development, including hand coded and Word Press based websites
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

### *Management Achievements*

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
  - Contribute input on applicant selection or termination
  - Review candidate resumes and qualifications
  - Give input for final decisions

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

### ***Writing Achievements***

- Publish
  - 2 books, multiple articles and over 100 miniature and small doll patterns
  - Technical instructions with drawn diagrams
  - Photography of final products
  - Copyright holder for both books
  - Published author in 4 magazines
- Develop and continually improve administrative and unit processes
  - Design and write tutorials, diagrams and hands on training methods
  - Contribute to formal policies during development phases
  - Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
  - Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

### ***Administrative Achievements***

- Reduce Management's information systems data entry 50%; improved time management
- Screen incoming applications to ensure completeness
  - Contact providers with list of missing materials
  - Provide technical assistance regarding requirements
  - Ensure correct application routing

### ***Experience***

<i>Sue's Tiny Costumes</i>	Owner	Oct 1995-Present
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>	Senior Services Technician	Feb 2014-Present
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	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music &amp; More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education &amp; Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008

### ***Volunteer Experience***

Alaskans for Palmer Hay Flats  
CCS Headstart

### ***Education***

**Charter College                      Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications***

***Bachelors of Science Degree - 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***

### **Relevant Classes**

- Technical Writing
- Project Management
- Statistics
- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
- Contract Management
- Human Resources
- Operations Management
- Perl
- Marketing
- JavaScript

### **Website Development and Design**

GNC Web Creations Online

### **Business Marketing**

University Alaska Southeast Juneau, AK

### **Fashion Design (Certificate)**

Solano Community College Suisun, CA

Brooks College Fashion Design

### **Certifications**

#### **Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

### **Training**

Archiving Basics State of Alaska	March 2012
Introduction to Share Point with Lab State of Alaska	April 2011
HIPAA Security 201 State of Alaska	March 2011
Introduction to Supervisor Training State of Alaska	March 2011
Basic Care Coordination Training for QA State of Alaska	March 2010
Introduction to Office 2007 State of Alaska	May 2009

### **Organizations, Memberships and Workshops**

Balancing Life and Work John Parker

Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism

### **Memberships**

Association of Information Technology Professionals Charter College

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## *Skills*

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

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- Design and implementation of projects. “Habilitation Homes Project” & “Critical Incident Report Tracking
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- Website design, development, including hand coded and Word Press based websites
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

## *Management Achievements*

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

## *Writing Achievements*

- Copyright, publish books and patterns
- Develop and continually improve administrative and unit processes
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Introduction to Supervisor Training State of Alaska	2011
Basic Care Coordination Training for QA State of Alaska	2010
Introduction to Office 2007 State of Alaska	2009

## **Organizations, Memberships and Workshops**

Balancing Life and Work John Parker

Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism

Association of Information Technology Professionals Charter College

# Sue Darby | Webmaster & Technical Writer

## Experience

### Office Assistant II

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

- Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
- Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
- Design improved filing & labeling system, archive processes, 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
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team Lead for multiple volunteers; trained and delegated duties as needed

### Career Development Center Mentor/ Computer Instructor

April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

### Business Owner

1996 to present

Sue's Tiny Costumes [www.suestinycostumes.com](http://www.suestinycostumes.com)

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author 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

### Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- [www.integrity-designs.com](http://www.integrity-designs.com) –Online Marketing 2003
- [www.minidolllist.com](http://www.minidolllist.com)– Graphic Design 2003

## Contact Sue

### Email

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

### Phone

907-746-5978

### Website

[www.sue-a-darby.com](http://www.sue-a-darby.com)

### LinkedIn

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby)

## Education

B. S. Business Management & Technology; Concentration in Business Applications A.S  
Computer Science – *Alpha Beta Kappa Honors*– Charter College 2009

Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009

Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

## Skills

Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw Suite

Database Improvements, Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

## Training

Website Development & Design/SEO– GNC Web Creations Ongoing

SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care

## Sue Darby | Webmaster & Technical Writer

*Coordination for QA, Intro to  
Office 2007 – State of Alaska*



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---

*Master Certified MS Office 2003*

*MS Project*

*MS Visio*

*MS SharePoint*

*OneNote*

*AdobePro*

*Document Design & Formatting*

*Corel Draw Suite*

*UML*

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*Processes*

*Database Improvements*

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*Project Management*

*Task Management*

*Goals*

*Budgets*

*Timelines*

*GANTT Charts*

*Technical Writing*

*Web Master*

*Marketing*

*Business Owner*

*HTML*

*CSS*

*JavaScript*

*Perl*

*VisualBasic.net*

*Product Design & Development*

*WordPress*

*Notable Achievements & Skills*

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

*Computer Skill Set*

- Familiar with major PC office suites; SharePoint, Adobe
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
- Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

*Business Skill Sets*

- Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
- Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
- Work with Research and Analysis team to create reports to provide statistical data needed by senior management

*Experience*

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance /  
Quality Assurance May 2008-Present

Senior Services Technician, Office Assistant II, Admin Clerk

Nine Star Education & Employment

Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008

Sue's Tiny Costumes [www.suestinycostumes.com](http://www.suestinycostumes.com)

Business Owner & Webmaster

Sept 1996-Present

*Education & Training*

**Charter College Alpha Beta Kappa**

**Bachelors of Science Degree**

Business Management and Technology: Concentration in Business Applications &  
Business Management and Technology

**Associate of Applied Science Degree**

Computer Science: Concentration in Business Applications & Business Management  
Practice



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***Certificate***

Computerized Office Associate & Computerized Office Specialist

***MS Office Master Certification***

*Continuing Education Subjects (Complete and in progress)*

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification

*Training*

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

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## ***Sue Darby***

907-746-5978 Home

907--355-3750 Cell

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### ***Software Skills***

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

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### ***Writing Achievements***

- Publish
  - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  - Technical instructions with drawn diagrams
  - Photography of final products
- Develop and continually improve administrative and unit processes
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  - Contribute to formal policies during development phases
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### ***Experience***

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<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Certification and Compliance</i>		
Senior Services Technician		Feb 2014-Present
Office Assistant II		Nov 2011-Feb 2014
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Quality Assurance</i>		
Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
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Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats

CCS Headstart

***Education***

**Charter College**

**Bachelors of Science– Alpha Beta Kappa**

**3.85 GPA**

***Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications***

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***Associate of Applied Science Degree - Business Management Practice***

***Certificate - Computerized Office Associate***

***Certificate - Computerized Office Specialist***

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDEMY Online**

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Website Development and Design**

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# *Sue Darby*

Palmer, AK  
907-746-5978 Home  
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## *Technical Achievements*

- Design and implementation of projects:
  - “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  - “Critical Incident Report Tracking” system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Streamline administrative processes, database improvements, data tracking and report processes
  - Research date & bates stamping equipment purchase to reduce administrative processing time
  - Develop and edit checklists to ensure applications processing efficiency
  - Develop note entry process to provide accurate data for weekly reporting processes
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  - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, website and marketing of patterns and books
  - Track marketing efforts to increase visitor conversion
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## *Management Achievements*

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
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## ***Writing Achievements***

- Publish
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  - Contact providers with list of missing materials
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**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

### **Technical Achievements**

- Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
  - Division SME for system
  - Work with IT to improve reporting process
  - Develop batch editing for incorrect records
- Design and implementation of projects:
  - "Habilitation Homes Project" to connect licensed homes with recipients and certified agencies
  - "Critical Incident Report Tracking" system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Streamline administrative processes, database improvements, data tracking and report processes
  - Develop and edit checklists to ensure application processing efficiency
  - Develop note entry process to provide accurate data for weekly reporting processes
  - Update and maintain Provider Certification Application and forms
  - Research date & bates stamping equipment purchase to reduce administrative processing time
- Effectively explain ideas and information to both technical and managerial users
  - Explain many MS Office skills to others ensuring efficient application use
  - Write technical tutorials and processes for future staff reference
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1 [www.linkedin.com/in/suedarby/](http://www.linkedin.com/in/suedarby/) @SueDarby on Twitter

- o Install, configure and maintain WordPress based sites
- o Monitor and create content, links and user accounts
- o Plan updates and upgrades to site, pages or systems
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

#### **Management Achievements**

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
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- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

#### **Writing Achievements**

- Publish
  - o 2 books, multiple articles and over 100 miniature and small doll patterns (1/4" tall to 3' 10" tall)
  - o Technical instructions with drawn diagrams
  - o Photography of final products
  - o Copyright holder for both books (2001)
  - o Published author in 4 magazines (2003-2005)
- Develop and continually improve administrative and unit processes
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<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Quality Assurance</i>		
	Office Assistant I	Aug 2009-Nov 2011
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Quality Assurance</i>		
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<a href="#"><u>Alaska Office Specialists</u></a>	Entrepreneur (Part-Time)	Oct 2008 -Present
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*Senior Services Technician Feb 2014-Present Office Assistant II Nov 2011-Feb 2014 State of Alaska, Division of Senior & Disabilities Services, Provider Quality Assurance*

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Nine Star Education & Employment Career Mentor & Computer Instructor Apr 2006-Apr 2008

**Volunteer Experience**

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CCS Headstart

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<i>State of Alaska, Division of Senior &amp; Disabilities Services, Quality Assurance</i>	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
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#### ***Volunteer Experience***

Alaskans for Palmer Hay Flats  
CCS Headstart



## ***Education***

**Charter College**

**Bachelors of Science - Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications***

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## **Relevant Classes**

- Technical Writing
- Project Management
- Statistics
- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
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**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

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- Lead, train and delegate tasks to clerical staff (up to 3 on team)
  - Contribute input on applicant selection or termination
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  - Give input for final decisions <sup>1</sup>
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

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#### **Administrative Achievements**

- Reduce Management's information systems data entry 50%; improved time management
- Screen incoming applications to ensure completeness
  - o Contact providers with list of missing materials
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#### **Experience**

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CCS Headstart

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907--355-3750 Cell

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**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

### *Technical Achievements*

- Design and implementation of projects:
  - “Habilitation Homes Project” to connect licensed homes with certified agencies
    - Additional information entered for Day Habilitation providers
    - Ongoing maintenance and reporting of connecting homes
  - “Critical Incident Report Tracking” system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
  - Records retention subject matter expert
- Streamline administrative processes, database improvements, data tracking and report processes
  - Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
  - Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
  - Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
  - Develop note entry process to provide accurate data for weekly reporting processes
- Effectively explain ideas and information to both technical and managerial users
  - Explain many MS Office skills to others ensuring efficient application use
  - Write technical tutorials and processes for future staff reference
  - Write business document to correct errors and improve data results for public search tool
  - Provide information to help other divisions with efforts to share data
- Manage social media accounts, website and marketing of patterns and books
  - Track marketing efforts to increase visitor conversion
- Website design, development, including hand coded and Word Press based websites
  - Write and edit HTML, CSS, JavaScript and PHP
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

### *Management Achievements*

- Lead, train and delegate tasks to clerical staff
  - Contribute input on applicant interviews, selection or termination
  - Review candidate resumes and qualifications
  - Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
- Reduce Management’s information systems data entry 50%; improved time management

### *Writing Achievements*

- Develop and continually improve processes

- o Design and write tutorials, diagrams and hands on training methods
  - o Contribute to formal policies during development phases
  - o Design and format forms used internally and externally
  - o Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
- Publish
  - o 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  - o Technical instructions with drawn diagrams
  - o Photography of final products
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

### ***Experience***

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Certification and Compliance</i>		
	Senior Services Technician	Feb 2014-Present
	Office Assistant II	Nov 2011-Feb 2014
<i>State of Alaska, Division of Senior &amp; Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music &amp; More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education &amp; Employment Career Development Mentor &amp; Computer Instructor</i>		
		Apr 2006-Apr 2008

### ***Volunteer Experience***

Alaskans for Palmer Hay Flats  
CCS Headstart

## ***Education***

### **Charter College**

**Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications***

***Bachelors of Science Degree - 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***

### **Relevant Classes**

- Technical Writing
- Project Management
- Statistics
- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
- Contract Management
- Human Resources
- Operations Management
- Perl
- Marketing
- JavaScript

### **Self Paced Studies**

- Java

### **Learnable Courses**

- HTML 5
- CSS
- JavaScript
- PHP MYSQL
- Web design

### **Website Development and Design**

GNC Web Creations Online

### **Business Marketing**

University Alaska Southeast Juneau, AK

### **Certifications**

#### **Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

### **Training**

COGNOS

2014

HIPAA Security 201 State of Alaska

2014

Archiving Basics State of Alaska

2012

Introduction to Share Point with Lab State of Alaska	2011
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## *Sue Darby*

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**S**ue 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. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years experience with computers and is looking to make a change in career path.

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