

Sue Darby

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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 • Problem Solving •

Senior Services Technician

State of Alaska

2008-Present

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program.

Key Contributions

Certification

- Maintain and QC 1500+ files ensuring all items required by regulation are present in folders
- Create and maintain system generated reports for Provider Certification & Compliance Unit process of certification of Medicaid provider applicants, waivers, onsite provider reviews, and other quality assurance processes.
- Provides technical assistance to applicants and providers regarding certification application process, setting up Background Check accounts, and corresponding with the SDS fiscal agent for billing purposes.

Compliance

- Participates in planning and developing system work orders to improve systems support for the unit.
- Build Master Site Review Tool improving data collection and notification efficiency by 85%
- Maintain calendar and email management for team tracking during travel

"Other Duties as Assigned"

- Builds & maintains UMLs of unit processes, writes or updates written processes as assigned
- Archives SME and SharePoint site Administrator working with IT for improvements and troubleshooting issues
- SME called on to define unit needs for reporting in new database system during development stages

Office Assistant I/II

Administrative support for 10-15 professionals providing tasks such as mail outs, mail merges, email management and filing support. Quickly became a sought out subject matter expert in Excel, archiving, SharePoint and certification application processing. Progressed from a level I to a level II Office Assistant within a year of starting with the State of Alaska. Progressed further to Senior Services Technician.

Key Contributions

- Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants. Various reports of incidents, inquiries, complaints and questions flow through this email and must be routinely monitored and re-routed.
- Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.
- Serves as lead in selecting, training and oversight of DVR, MAAST and administrative support

- Provides detailed information on program regulations; advises the public on program applicability and requirements; explains related laws, rules, regulations, policies, and procedures to potential providers; advises and assists potential providers in setting up services.

Career Development Mentor & Computer Instructor

Nine Star Education & Employment 2006-2008

Sue Darby, was an AmeriCorps Member, in the Career Development Center of Nine Star Education and Employment Services.

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the MOS exams

Career Development Mentor

- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Conducts job-matching to find good fit between clients and hiring companies

Business Owner, Technical Writer, Author, Webmaster

Sue's Tiny Costumes

1995-Present

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Sue Darby owns and operates the business and has since 1996. She has published 2 books to the Library of Congress "Pattern Drafting for Miniatures" and "Pattern Making for Dolls". In addition to these books she has self-published over 100 patterns for dolls and been featured multiple times in doll and miniature magazines.

Key Contributions

- Project planning of technical books and patterns
- Project management of pattern drafting projects
- Photography of finished items for patterns and website
- Website design, development and management including new content and security

Awards & Publications

- International Doll Magazine, Pattern Consultant 6 published patterns 2004-2005
- Dolls In Miniature- article 2005
- Doll Castle News- article 2005
- State Fair 2005 Little Bo Peep and her Sheep (Kitty Collier & Tiny Betsy)

Business Owner, Webmaster, Virtual Assistant

Alaska Office Specialists

2008-Present

Alaska Office Specialists started as a virtual assistant service and has morphed into a website management service for craft businesses. Sue Darby who owns and operates the business uses her unique skill set to build and manage websites for other businesses who sell or make crafts.

Key Contributions

- WordPress management, installation, updates and security of 10+ sites
- HTML editing and scratch coding including using Bootstrap Framework or other systems
- CSS editing and scratch coding using various frameworks
- JavaScript including node.js and angular
- Social Media management including Facebook, Twitter and LinkedIn both manually and with Hootsuite

Webmaster

iA3

2015-2016

Recruited to work on iA3's website during the start up phase for website management and content development

Key Contributions

- Setup and configuration of theme, home page, privacy policy and additional content
- Facebook and Twitter account management
- Gaining technical knowledge and expertise regarding the hardware and software of the iA3 EdgeBrain, a micro PC controlling industrial level water systems

Education

Charter College – Alpha Beta Kappa, Dean's List, Perfect Attendance

2009

- 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

Microsoft Office Master Certification

- Word, Excel, Access, PowerPoint

2009

Continuing Education Class List

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|-------------------------|----------------------|----------------------------------|
| • Statistics | • MS Visio | • WordPress |
| • Telecommunications | • Office 2010 | • MYSQL |
| • Operations Management | • Project Management | • HTML |
| • Marketing | • SharePoint | • JavaScript |
| • HIPAA | • Technical Writing | • CSS |
| • Supervisor Training | • UML | • Management Information Systems |
| • Archiving | • VisualBasic.NET | |