

Sue Darby

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Work History

Feb 2014 - Present

Senior Services Technician

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

- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
- Communicates effectively with both technical & non-technical users
- Adjust workflow to complete critical tasks in a timely manner
- Develop specific process for processing archival & offsite storage of files
- Policy & procedure development
- Maintain records of files & version controls
- Write technically detailed, illustrated instructions for processes

Oct 2008 - Present

Virtual Office Support Administrator

Alaska Office Specialists

Alaska Office Specialists is a service-based business offering the services of technical writing, business writing, grant writing, document template creation, report writing, content writing (minimum standards apply to all writing). Hosting, setup and maintenance of WordPress based sites, social media management. visit www.alaskaos.com for more information.

Sep 1995 - Present

Owner, Designer, Web Master

Sue's Tiny Costumes

- Manage small business including product development, class development, web design & maintenance, marketing & budget
- Write technically detailed, illustrated instructions for processes & doll patterns
- Distance Education Teacher for pattern drafting classes
- Research & write business, marketing, & merchandising plans
- Project management including task management, goals, timelines and GANTT Charts
- Set project goals, determine risks, prepare contingency plan, & time line for achievement
- Collect & analyze data on customers to identify potential markets
- Web site design & maintenance of hand coded websites
- Install & maintain Wordpress sites
- Proficient in white hat SEO techniques
- Track keywords, visitors & other analytical data for each site
- Troubleshoot hosting issues

May 2008 - Feb 2014

Office Assistant II

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

Transitioned to the Senior Services Technician as my work as an Office Assistant II became more complex than the Office Assistant II position allows.

- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
- Communicates effectively with both technical & non-technical users
- Adjust workflow to complete critical tasks in a timely manner
- Develop specific process for processing archival & offsite storage of files
- Policy & procedure development
- Maintain records of files & version controls
- Write technically detailed, illustrated instructions for processes
- Master Certified Office 2003, SharePoint (site owner)
- Visio, Star UML, Project
- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Train additional staff on various processes & assign tasks overseeing accuracy

Apr 2006 - Apr 2008

Career Development Mentor & Computer Instructor

Nine Star Education & Employment Services

- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Develop class curriculum
- Teach computer classes to adults
- Teach goal setting workshops
- Develop basic computer classes or work one on one with students to develop skills
- Answer student questions about various software applications
- Aid students in preparation for the Microsoft Office Specialist exams
- Assess clients for barriers & brainstorm ways to overcome them
- Draft & edit resumes, cover letters & other business correspondence
- Confer with clients to determine what program will be most helpful
- Conduct job-matching to find good fit between clients & hiring companies
- Direct clients to appropriate resources & assists clients in their use of outside assistance

Education

2006 - 2009

Bachelors/Associates

Charter College

Bachelors– Alpha Beta Kappa 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

1997

Certificate

Solano Community College

Studied Fashion Design, completed Certificate program

1992 - 1994

Fairfield High

Member of Future Farmers of America, placing highest in the class for showing chickens at the Dixon May Fair and Solano County Fairs. Showed numerous sewing and handicrafts placing Best of Show, 1st-3rd place each year at San Mateo and Solano County Fairs. Member of Scarlet Brigade Marching Band playing flute. Championship band placing undefeated Grand Champions at all band reviews. Marched Tournament of Roses Parade and Disneyland.

Skills

Microsoft Office



Master Certified

Outlook



Access



MS Project



PowerPoint



Data Entry



Process Improvement



Documentation



Team Building



Project Management



Leadership



Strategic Planning



Training



Event Management



Social Media Marketing



Content Management



Facebook



Dreamweaver



Human Resources



CSS



Team Leadership



Problem Solving



Teaching



Databases



Microsoft Excel



Time Management



Microsoft Word



Troubleshooting



Research



Analysis



HTML



Blogging



Management



Marketing



Visio



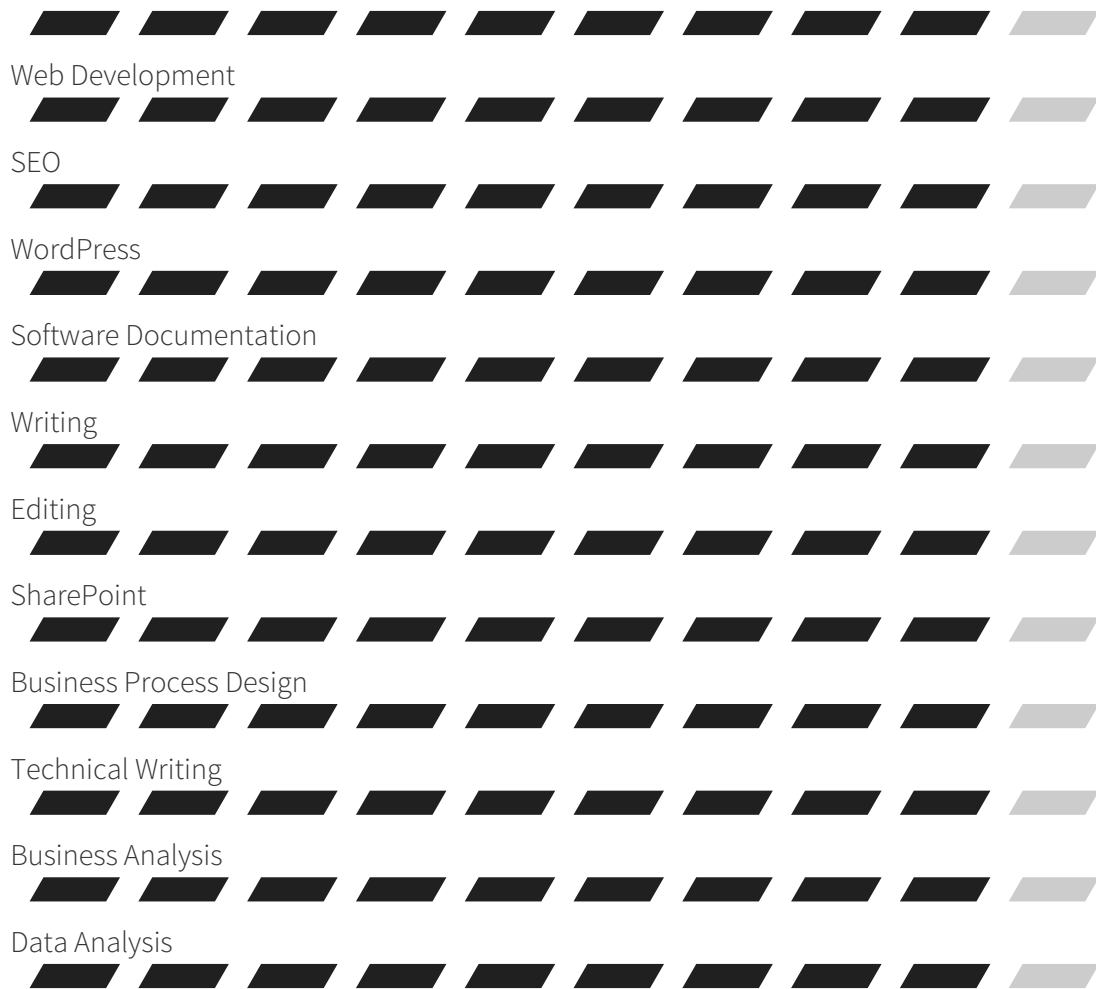
Quality Assurance



Project Planning



Web Design



Certifications

Microsoft Office Master