Sue Darby

Technical Writer, Business & Data Analyst
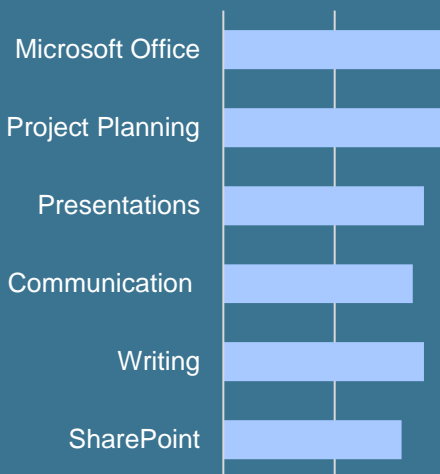
Anchorage, Alaska

📞 907-707-5654
✈ sue@sue-a-darby.com
💼 Portfolio

Skills

Microsoft Office
Project Planning
Presentations
Communication
Writing
SharePoint

Applications

Microsoft Office, Adobe Acrobat, Content Management, SharePoint, Adobe Pro, Google Drive Office Suite, Databases, Access, Project, OneNote, Visio, Star UML, Windows, Linux; Android, WordPress, PHP, Google Analytics, Dropbox, Drupal, Dreamweaver, FileZilla, Corel Draw Suite, Inscape, Gimp, Paint Shop Pro, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, WooCommerce, Trello, PHPMyAdmin, Visual Studio Code, Visual Basic.NET, Freemind, Evernote, Toodledo, Gmail

Projects

Website Management: *WordPress installation, theme & plugin setup, maintenance and management of sites centered around topics. This also includes SEO, multiple social media channel management, hosting management and marketing. Additional sites have included small hand coded sites, Drupal and Joomla based sites.* **A total of 16+ websites** *both personal and professional.*

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 using Adobe, Excel and Outlook. Additional tool developed for compiling statistics and tracking the progress of the project for reporting. This includes documenting the process and training the team.* **Time savings for team of 66%***.*

Application Tracking System *~ Created an interim data tracking system using SharePoint to measure the time frames for processing applications. I trained co-workers in use of various views and troubleshoot system as necessary as site admin.* **Team efficacy improvement 74%.**

System is used for generating reports on where applications and changes are in the processes. System was incorporated into Harmony Database during development.

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*. **Added over 450 new contracted providers to system increasing tracking of vulnerable adult and child safety.**

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*

Soft

Customer Centric Service, Self-motivated, Attention to Details, Mentor Team Members, Time Management, Organization Skills, Data Science, Marketing

Tutorials

- ✨ Mass Mail Merge Macro (M4)
- 📄 Certification Checklist
- 📄 Compliance Tool

Website Projects

- 🌐 Lady Code Monkey
- 🌐 Code Monkey
- 🌐 Sue's Tiny Costumes

Other Links

- 🔗 LinkedIn
- 🔗 Git Hub
- 🔗 Twitter
- 🔗 FaceBook

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adding new team members to the site. Assigned Team Leadership duties for 6 Mature Alaskans Seeking Skills Training (MASST) & 4 Division of Vocational Rehabilitation (DVR) Participants including interviewing, choosing and training duties. **Archived over 3,000 provider files.**

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 remotely 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 an Excel tool that tracked basic data and over time which was 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.* **Tracked 1,000+ incidents resulting in increases in safety for vulnerable adults and children.**

Experience

2008-2018   Alaska Office Specialists
Websites, Data Analysis & Technical Writing Transition Projects

Articles and writing samples with tools from internet or custom built and shared

- 5+ Websites are demonstrations of website coding, writing and maintenance

    o www.sue-a-darby.com

    o www.books-music-more.com

    o www.alaskaos.com

    o www.coffee-institute.com

    o www.craftpatternemporium.com

    o www.ladycodemonkey.sue-a-darby.com

    o www.sue-a-darby.com/learning

- Author, illustrate and diagram 10+ instructions & articles written with an end user in mind

- Build 15+ templates to make workflows, work and repetitive tasks efficient

- 20+ Charts and graphs; 4+ custom macros to improve workflows

- Install, setup, manage content creation, SEO and maintain look, security and functionality of 10+ websites
- Track and analyze Google Analytics data for all sites, troubleshooting SEO, visitors and other metrics as needed

1996-Present

Sue's Tiny Costumes
Technical Writer, Author, Business Owner

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Project planning of 2 technical books and 100 patterns

- Project management of a variety of pattern drafting projects
- Published author of 2 books and over 100 sewing patterns
- 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)

2008-2017

State of Alaska
Senior Services Data Analyst Technician

Part of a collaborative team of 10-15 professionals. Quickly became a sought out subject matter expert in Excel, SharePoint and process improvements.

- Present technical topics to non-technical and technical users in easy to understand language
- 66% improvement of workflow processes via macro programming & process design
- 74% time gain for team from programming of tool to track certification process
- 85% increase in data collection, clean up & notification efficiency

- Appointed SharePoint Administrator for 2 sites to develop tools for team including technical documentation

2006-2008 **Nine Star Education & Employment**
Computer Instructor & Career Development Specialist

AmeriCorps Member, in Career Development Center of Nine Star Education and Employment Services. Delivered a high level of personalized customer service, ability to teach life skills, as well as computer skills, to a diverse group of customers.

- Instruct 50+ individuals in basic computer skills & Microsoft Office applications

- 50% improved time management; reduce management's information systems data entry

- Collect and present computer student statistics & career development data to 60+ professionals

- Create 10+ document templates used for generating reports following company style guide

- 50% increase in streamlining administrative processes

- Develop class curriculum, teach 5+ computer classes, answer student questions about software

- Serving 5-15 people daily, draft and edit resumes, cover letters and other business correspondence

Volunteer

2017-2018 **Alaska Coalition for Telehealth & Telemedicine**
Secretary

The Alaska Collaborative of Telehealth and Telemedicine (AKCTT) is a statewide, non-profit, non-partisan forum committed to developing a coordinated, interagency approach to standardized telehealth care delivery in remote and urban Alaskan communities.

- Meeting Minutes

- Voting

- Website Maintenance

Education

Present **Continuing Education**
Online Courses

JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint, Unity/C#, Google Analytics

2006-2009 Charter College

Alpha Beta Kappa, Dean's List, 3.85 GPA

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