

SUE DARBY

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BRIDGING THE GAP...

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.

EXPERIENCE

Division of Senior & Disabilities Services, Provider Certification & Compliance • Anchorage, AK • May 2008–Present

Primary Administrative Support for 6–19 Professionals

Senior Services Technician

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

Nine Star Education & Employment • Anchorage, Alaska

• April 2006 to April 2008

AmeriCorps Member

Career Development Center Mentor/ Computer Instructor

Administrative

Cut Management Information Systems input time by 50%

Create templates used for generating reports

Input client data and statistics into database

Developed Statistics report for use in grants

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 Microsoft Office Specialist exams

Answer student questions about various software

Career Development Mentor

Taught goal setting workshops

Conferred with clients to determine what program will be most helpful

Assessed clients for barriers and brainstorm ways to overcome them

Drafted and edited resumes, cover letters and other business correspondence

Directed clients to appropriate resources and assists clients in their use of outside assistance

Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor

Conducted job-matching to find good fit between clients and hiring companies

Sue's Tiny Costumes • www.suestinycostumes.com

• September 1996 to Present

Owner, webmaster, technical writer and teacher & author

Small Business Owner, Webmaster, Author and Teacher

Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls

Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature

Develop of over 100 miniature and small doll patterns

Distance Education Teacher for pattern drafting classes

Design, develop and maintain multiple websites and blogs related to dolls and miniatures

PROJECTS

Habilitation Homes Project

Provider Certification has a number of different providers and even sub-contracted providers of services for those with disabilities. The sub-contractors while important were not found in the internal database and thus no one knew where the clients were being served.

As a brainstorm about this issue I asked management and then IT why we could not connect these contracted homes to the provider oversight agency within the database in a similar fashion to another provider type. The ongoing project to add contracted providers to the current DS3 database system was born. It is enabling the Provider Certification & Compliance Reviewers to conduct on site visits to ensure

health and welfare of clients in habilitation settings thus maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program.

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.

Archiving

As the division subject matter expert I have had a hand in 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 adding new team members to the site.

Recently there has been a complete change of Administrative staff responsible for part of the process and I was asked to step in to help train them in what the division has done in the last several years. I am also part of a team that is determining the fate of the site as the division moves towards a new database system.

Gather, categorize, folder, label and enter into a spreadsheet or database thousands of files dating back to 1996 and prepare for archiving. Oversee volunteer efforts for data entry and correctly calculate the disposition date before submitting for pick up. Recall files for records requests or other litigation as needed.

Over 160 cubic feet of data has been sent off site for storage or archiving.

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 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.

Self Published Author

I have had a love of dolls all my life as well as a love of sewing. I combined these loves with a talent for pattern making and wrote not just one book on pattern making for dolls but another for drafting in miniature as well. The two books were a handcrafted and illustrated technical writing achievement that now reside in the Library of Congress as of June of 2001.

Based on the books I took them from print to digital format before it was popular to have electronic books. I also used text based chat rooms to teach classes to individuals all over the world.

EDUCATION

Bachelors of Science Degree

Charter College · Anchorage, Alaska · 2009 · 3.85

Associate of Applied Science Degree

Charter College · Anchorage, Alaska · 2009 · 3.85

SKILLS

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 · Product Design & Development