

# Sue Darby

## Data Analyst

Anchorage, Alaska

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📁 [Portfolio](#)

## Skills



## Tech

Document Management, Universal Modeling Language, Databases, Windows, Linux; Android, Content Management, FTP, JSON, XML, JavaScript, APIs, Advanced HTML, CSS, Angular, DITA, Unity/C#, WAMP, Perl, BASIC A, MYSQL

## Soft

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

## Applications

Visual Studio Code, Visio, Star UML, Microsoft Office, Adobe Acrobat, Visual Basic.NET, WordPress,

## Projects

**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. 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. The in-house database did not have this function. 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. This system is being used as inspiration and a guide for building new reports within the Harmony System.

**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 adding new team members to the site. **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 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 a spreadsheet that tracked basic data and over time 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

SharePoint, Adobe Pro, PHP, Google Drive Office Suite, PHPMyAdmin, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, Evernote, Toodledo, Gmail, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, WooCommerce, Trello, Content Management, WordPress, Google Analytics

## 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](#)

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

**2018**

### Alaska Office Specialists Technical Writing Transition Projects

Articles and writing samples with tools from internet or custom built and shared [www.sue-a-darby.com](http://www.sue-a-darby.com), [www.coffee-institute.com](http://www.coffee-institute.com), [www.craftpatternemporium.com](http://www.craftpatternemporium.com), [www.books-music-more.com](http://www.books-music-more.com)

**2008-2017**

### State of Alaska Senior Services Technician

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

**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.

## 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.

## 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