

# *Sue Darby*

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✧ *Anchorage, Alaska area only please.* ✧

*Sue* is a specialist at bridging the gap between business managers and IT professionals, working with both users and developers. She excels at identifying execution steps, building processes and diagrams.

## *Skills*

- ✧ Problem solves on the "go"; coming up with unconventional ideas
- ✧ Program in VB.net, edit and maintain complex checklist system for daily use
- ✧ Create and maintain UMLs of processes
- ✧ Subject Matter Expert for SharePoint

## *Achievements*

- ✧ Providing technical and administrative support for multiple professionals
- ✧ Compile business policies and procedures into searchable manual including diagrams
- ✧ Provide detailed technical assistance to members of the public
- ✧ Sent over 200 cubic feet of files to archiving ; following record retention schedule
- ✧ Reduce Management's information systems data entry 50%; improved time management
- ✧ Develop & update training material, teach & tutor classes from Introduction to Computers to MS Office Certification; curriculum development & delivery of online classes
- ✧ Website design, development, & marketing; hand coded & Word Press based websites
- ✧ Published works: Books: Pattern Drafting for Miniatures & Pattern Making for Dolls
- ✧ Published works: Magazines: International Doll Magazine, Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature
- ✧ Published works: 100 sewing patterns including testing, photography, technical writing & final production of hardcopy & electronic versions



## *Experience*

*Senior Services Technician ~ State of Alaska ~ 2008 – Present*

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

*Technical Writer/Webmaster/Author/Owner ~ Alaska Office Specialists/Sue's Tiny Costumes ~ 1995 – Present*

## *Education*

*Charter College – Alpha Beta Kappa, Dean's List*

- \* 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

## *Continuing Education Class List*

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

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