



Infos

- Driver's Licence

Contact

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About Me

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Sue is currently looking for opportunities in the Mat-Su Valley working with businesses for administrative, web development, technical writing or other business needs.

Sue Darby, BS, MOS

Senior Services Technician at State of Alaska

<http://www.doyoubuzz.com/sue-darby-bs-mos>

EXPERIENCE

Senior Services Technician

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance • Since February 2014

- 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

Owner, Designer, Web Master

Sue's Tiny Costumes • Since September 1995

- 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

Office Assistant II

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance • May 2008 - March 2014

- 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

Career Development Mentor & Computer Instructor

Nine Star Education & Employment Services • April 2006 - April 2008

- 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

SKILLS

Looking for

- Options in Palmer, Alaska
- Options in Wasilla, Alaska
- Options in Mat-Su Valley of Alaska
- Telecommute anywhere

Skill Sets

- Technical Writing
- Writing
- Quality Assurance
- Editing
- Business Analysis
- Business Process Design
- Microsoft Office
- Project Planning
- Web Development
- Data Analysis
- Web Design
- SEO
- WordPress
- Marketing
- Management
- Blogging
- HTML
- Analysis
- Software Documentation
- Research
- Troubleshooting
- Microsoft Word
- Time Management
- Microsoft Excel
- Databases
- Teaching
- Problem Solving
- Team Leadership
- Strategic Planning
- Content Management
- Visio
- Documentation
- SharePoint
- Human Resources
- Access
- Dreamweaver
- Training
- Project Management
- Outlook
- Leadership
- PowerPoint
- Facebook
- Data Entry
- Team Building

Languages

- French

EDUCATION

Bachelors/Associates

Charter College • September 2006 - June 2009

- ▶ Business Management Practice & Office Applications

Certificate

Solano Community College

- ▶ Fashion Design

none

GNC Web Creations Online Search Engine Optimization Class • September 2002 - June 2020

- ▶ SEO

Fairfield High • September 1992 - June 1994

National Computer Science Academy

INTERESTS

Others

- ▶ Business Development
- ▶ IT
- ▶ Software
- ▶ Programming
- ▶ Technical Writing
- ▶ Web Development