

Sue Darby

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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. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

Skills

Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

Databases: MMIS, DS3, Citrix, Access, Enterprise

Graphic Art Suites: Corel Draw, Inscap, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Operating Systems: Windows 3.1-7, DOS 3.3, Ubuntu; Android

Open Source: KingSoft Office, Open Office

Cloud Based: Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

Social Media: Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

CMS: WordPress, Drupal, Dreamweaver

Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

Technical Achievements

- Design and implementation of projects. “Habilitation Homes Project” & “Critical Incident Report Tracking
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
- Website design, development, including hand coded and Word Press based websites
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

Management Achievements

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Copyright, publish books and patterns
- Develop and continually improve administrative and unit processes
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

Administrative Achievements

- Reduce Management’s information systems data entry 50%; improved time management
- Screen incoming applications to ensure completeness

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct 1995-Present
<i>State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>	Senior Services Technician	Feb 2014-Present
	Office Assistant II	Nov 2011-Feb 2014
	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music & More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008

Volunteer Experience

Alaskans for Palmer Hay Flats

CCS Headstart

Education

Charter College **Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and Technology

Associate of Applied Science Degree - Computer Science: Concentration in Business Applications

Associate of Applied Science Degree - Business Management Practice

Certificate - Computerized Office Associate

Certificate - Computerized Office Specialist

Website Development and Design

GNC Web Creations

Business Marketing

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska	March 2012
Introduction to Share Point with Lab State of Alaska	April 2011
HIPAA Security 201 State of Alaska	March 2011
Introduction to Supervisor Training State of Alaska	March 2011
Basic Care Coordination Training for QA State of Alaska	March 2010
Introduction to Office 2007 State of Alaska	May 2009

Organizations, Memberships and Workshops

Balancing Life and Work John Parker

Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism

Association of Information Technology Professionals Charter College