

Sue Darby

907-707-5654 sue@sue-a-darby.com www.sue-a-darby.com

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 *Business Analyst* or *Technical Writer*.

Skills

- * Problem solver on the "go" often coming up with unconventional ideas for final or temporary solutions
- * Program in VB.net, edit and maintain complex checklist system for daily use
- * Create and maintain UMLs of internal processes
- * Use of the unit's SharePoint intranet to create tracking tools for better time management
- * Division & Unit Administrator and subject matter expert for SharePoint sites and tools
- * Lead team teaching all aspects of duties
- * Resourceful, self-sufficient problem solver often solving problems that are outside circle of responsibilities
- * SharePoint tools became the template for reports generated in new division-wide database
- * MS Project, MS Visio, MS SharePoint, OneNote, Adobe Acrobat, Document Design & Formatting, Corel Draw Suite, UML, HTML, CSS, Javascript

Achievements

- * Providing technical and administrative support for nine professionals
- * Compile business policies and procedures into searchable staff manual
- * Published works: Pattern Drafting for Miniatures & Pattern Making for Dolls (Library of Congress)
- * Magazines: International Doll Magazine,

- including diagrams to improve clarity
- * Provide detailed technical assistance to members of the public
- * 200 cubic feet of files sent to archiving (over 5000 files); data input, categorizing according to 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 preparation
- Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature
- * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- * Website design, development, & marketing including hand coded & Word Press based websites
- * Curriculum development & delivery of online classes

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

* Telecommunications

* Operations Management

* Marketing

* HIPAA

* Supervisor Training

* Archiving

* MS Visio

* Office 2010

* Project Management

* SharePoint

* Technical Writing

* UML

* VisualBasic.NET

* WordPress

* Java

* PHP

* A+ Certification

* MYSQL

* HTML

* JavaScript

* Perl

* CSS

[linkedin.com/in/suedarby](https://www.linkedin.com/in/suedarby)

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