

Dear Janna Ruggles,

I am looking to expand on my love of diagrams and business analysis. I feel that I will be an asset to your clients and RDI. I enjoy looking at problems from multiple angles, coming up with a variety of solutions to solve them.

My duties as a Senior Services Technician allow me to take on problems that my team faces and build processes that make everyone's life more efficient. I've built multiple tracking systems that have provided data for Federal level reporting when the division did not have a system in place.

I have created short, medium, and long term solutions to data needs or general team needs. Everything from implementing mail merge notification letters to determining the requirements for multiple reports for managers. Within each of these processes comes a procedure for how each one is done as well.

I have over time not only earned Master Level Certifications in MS Office and multiple college degrees but have expanded on that knowledge and become a trusted SharePoint Administrator for not just a team site but for a division site as well as learning Visio, Star UML, Adobe Pro and currently InfoPath all as part of on the job training.

My [LinkedIn](#) profile is the most up to date place to learn more about me but from there I have a variety of personal and small business websites that are in constant states of change. Please check out the various links to view some of my projects, interests and learn more about my personality. Please reach out to me at 907-707-5654 so that we can talk more about the Business Analyst position or where you feel I might fit in with RDI's team specifically the Anchorage office.

Thank you for your time and attention, I appreciate it.

Sue Darby

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