

Sue Darby

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Bio

I am a self-proclaimed “geek”. On more than a few occasions I know the answers to odd computer problems. I am the co-worker that bosses and professionals alike come to first for answers to many computer issues. I love to work through problems in a logical manner and will often come up with unique solutions. I am detail oriented and love working with data in a variety of ways from raw numbers to “pretty” charts. I would love to bring these qualities to your team and company.

Senior Services Technician

State of Alaska

2008-Present

➡ Procedures ➡ Programming ➡ Diagrams ➡ Data Analytics ➡ Tracking Systems➡

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program.

Key Contributions

Certification

- Maintain and quality control 1500+ files ensuring all items required by regulation are present in folders
- Create and maintain system generated reports for tracking applications for service applicants, waivers, onsite reviews, and other quality assurance processes.
- Provides technical assistance to applicants and providers regarding application process, setting up additional accounts, and corresponding with the fiscal agent for billing purposes.

Compliance

- Participates in planning and developing system work orders to improve systems support for the unit.
- Build Master Site Review Tool improving data collection and notification efficiency by 85%
- Maintain calendar and email management for team tracking during travel

"Other Duties as Assigned"

- Builds & maintains UMLs of unit processes, writes or updates written processes as assigned
- Archives SME and SharePoint site Administrator working with IT for improvements and troubleshooting issues
- SME called on to define unit needs for reporting in new database system during development stages

Career Development Mentor & Computer Instructor

Nine Star Education & Employment

2006-2008

➡ Databases ➡ Office Suites ➡ Data Tracking ➡ Computer Instructor➡

Sue Darby, was an AmeriCorps Member, in the Career Development Center of Nine Star Education and Employment Services.

- Cut Management Information Systems input time by 50%
- Develop class curriculum; teach computer classes
- Aid students in preparation for the MOS exams
- Drafts and edits resumes, cover letters and other business correspondence

➡ Content Management Systems ➡ Cloud Tools ➡ Technical Writing ➡ Sewing ➡ Problem Solving ➡ HTML ➡ CSS ➡
➡ Javascript ➡ Graphic Arts ➡ Social Media ➡

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Sue Darby owns and operates the business and has since 1996. She has published 2 books to the Library of Congress "Pattern Drafting for Miniatures" and "Pattern Making for Dolls". In addition to books she has published over 100 patterns for dolls and been featured in doll and miniature magazines.

Key Contributions

- Project planning and management of technical books and patterns; technical writing of instructions
- Website design, development and management including content, photography and security
- WordPress management, installation, updates and security of multiple sites

Education

➡ Operations Management ➡ Marketing ➡ HIPAA ➡ Supervisor Training ➡ Archiving ➡ MS Visio ➡ Office 2010 ➡ UML ➡
➡ Project Management ➡ SharePoint ➡ Technical Writing ➡ Visual Basic.NET ➡ MYSQL ➡ Management Information Systems ➡
➡ HTML ➡ CSS ➡ Javascript ➡ C ➡ Perl ➡

Charter College – Alpha Beta Kappa, Dean's List, Perfect Attendance

2009

- 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

2009