

Sue Darby

907-746-5978 Home

907--355-3750 Cell

sue@sue-a-darby.com

www.sue-a-darby.com

Projects

- Application tracking system & CPR Waiver Tracking system as SharePoint Administrator – design, develop and provide solutions to track information the main database is not programmed to track as business needs changed
- Database modification project plan for Habilitation Homes provider management – provides options to view the connections between parent and child records that was not originally part of the system. Analysis of needs and options for solutions developed
- Policy and procedure development and maintenance – consistent development of illustrated procedures for common office activities such as data entry and higher level functions such as application processes
- Website design, content development and social media marketing for 9 sites over a period of 20 years
- Technical writing for Pattern Drafting books, 100 published patterns and numerous tutorials – published in the Library of Congress, 4 magazines as well as on business website
- Electronic document management – develop folder system, train colleagues and maintain system as needed
- Data management and database cleanup – regularly review reports and correct data in main database in preparation for data conversion project
- Wikipedia author (Mark Bolzern) – write and develop Wikipedia page for iA3 founder
- Process diagramming based on descriptions provided by SME or as directed by management team

Skills

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|---------------------------|-----------------------|--------------------------|--------------------------|
| • Technical Writing | • Business Analysis | • Data Analysis | • Human Resources |
| • Business Process Design | • Problem Solving | • Project Planning | • Software Documentation |
| • Writing | • Analysis | • HTML | • Programming |
| • CSS | • Process Improvement | • Training | • Project Management |
| • Strategic Planning | • SharePoint | • Web Development | • Web Design |
| • Databases | • WordPress | • Quality Assurance | • Content Management |
| • Management | • Editing | • Research | • Time Management |
| • Teaching | • Team Leadership | • Dreamweaver | • Troubleshooting |
| • Team Building | • Event Management | • Social Media Marketing | • Star UML |
| • SEO | • Marketing | • Documentation | • Master Level MS Office |

Experience

iA3 – Technical Writer & Webmaster - 10/2015-Present

State of Alaska – Senior Services Technician - 2/2014-Present and Office Assistant I & II 5/2008-2/2014

Nine Star Education & Employment Services – Career Development Mentor & Computer Instructor - 4/2006-4/2008

Sue's Tiny Costumes – Owner, Author, Webmaster - 9/1996-Present

Alaska Office Specialists, Books, Music & More, Coffee Institute – Webmaster - 2008-Present

Craft Pattern Emporium – Webmaster - 2014-Present

Education

Charter College – **Dean's** List, 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