

# Sue Darby

## Technical Writer

Remote/Anchorage, Alaska

📞 907-707-5654  
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📁 [Portfolio](#)

## Summary

I am adept with formatting programs, content management systems, office suites and code. I excel at improving workflows and documenting processes.

I'm known for my ability to accomplish assignments and projects on time thanks to my love of task lists and project management skills.

Skilled in a variety of programming & markup languages I never want to stop learning! I am a collaborative team member, getting along well with people around me.

Creativity is one of my strengths and I'm always up to try something new. I'm a great asset to any team!

## Tutorials

✂ [Mass Mail Merge Macro \(M4\)](#)  
📄 [Certification Checklist](#)  
📄 [Compliance Tool](#)

## Website Projects

🌐 [Lady Code Monkey](#)  
🌐 [Code Monkey](#)  
🌐 [Sue's Tiny Costumes](#)

## Other Links

🌐 [LinkedIn](#)  
🌐 [Git Hub](#)  
🐦 [Twitter](#)  
📘 [FaceBook](#)

## Skills

Technical Writing 99%

Formatting 97%

Workflow Diagrams 93%

Procedures 93%

Websites 81%

## Experience

2018

### Alaska Office Specialists

#### Technical Writing Transition Projects

Articles and writing samples with tools from internet or custom built and shared [www.books-music-more.com](http://www.books-music-more.com), [www.coffee-institute.com](http://www.coffee-institute.com), [www.craftpatternemporium.com](http://www.craftpatternemporium.com), [www.sue-a-darby.com](http://www.sue-a-darby.com)

- 5+ Websites are demonstrations of website coding, writing and maintenance
- Author, illustrate and diagram 10+ instructions & articles written with an end user in mind
- Build 15+ templates to make workflows, work and repetitive tasks efficient
- 20+ Charts and graphs; 4+ custom macros to improve workflows
- Install, setup, manage content creation and maintain look, security and functionality of 10+ websites

2017-2018

### Alaska Coalition for Telehealth & Telemedicine

#### Secretary

The Alaska Collaborative of Telehealth and Telemedicine (AKCTT) is a statewide, non-profit, non-partisan forum committed to developing a coordinated, interagency approach to standardized telehealth care delivery in remote and urban Alaskan communities.

- Meeting Minutes
- Voting
- Website Maintenance

2008-2017

### State of Alaska

#### Senior Services Technician

Part of a collaborative team of 10-15 professionals. Quickly became a sought out subject matter expert in Excel, SharePoint and process improvements.

- Present technical topics to non-technical and technical users in easy to understand language
- 66% improvement of workflow processes via macro programming & process design
- 74% time gain for team from programming of tool to track certification process
- 85% increase in data collection, clean up & notification efficiency
- Appointed SharePoint Administrator for 2 sites to develop tools for team including technical documentation

<p><b>Tech</b></p> <p>Document Management, Universal Modeling Language, Databases, Windows, Linux; Android, Content Management, FTP, JSON, XML, JavaScript, APIs, Advanced HTML, CSS, Angular, DITA, Unity/C#, WAMP, Perl, BASIC A, MYSQL</p> <p><b>Soft</b></p> <p>Customer Centric Service, <u>Self-motivated</u>, Attention to Details, Mentor Team Members, Time Management, Organization Skills, Data Science, Marketing</p> <p><b>Applications</b></p> <p>Visual Studio Code, <u>Visio</u>, <u>Star UML</u>, Microsoft Office, Adobe Acrobat, <u>Visual Basic.NET</u>, <u>WordPress</u>, <u>SharePoint</u>, <u>Adobe Pro</u>, <u>PHP</u>, <u>Google Drive Office Suite</u>, <u>PHPMysqlAdmin</u>, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inkscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, Evernote, Toodledo, Gmail, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, WooCommerce, Trello, Content Management, WordPress, Google Analytics</p>	<p><b>2006-2008</b></p> <p><b>Nine Star Education &amp; Employment</b></p> <p><b>Computer Instructor &amp; Career Development Specialist</b></p> <ul style="list-style-type: none"> <li>• AmeriCorps Member, in Career Development Center of Nine Star Education and Employment Services. Delivered a high level of personalized customer service, ability to teach life skills, as well as computer skills, to a diverse group of customers.</li> <li>• Instruct 50+ individuals in basic computer skills &amp; Microsoft Office applications</li> <li>• 50% improved time management; reduce management's information systems data entry</li> <li>• Collect and present computer student statistics &amp; career development data to 60+ professionals</li> <li>• Create 10+ document templates used for generating reports following company style guide</li> <li>• 50% increase in streamlining administrative processes</li> <li>• Develop class curriculum, teach 5+ computer classes, answer student questions about software</li> <li>• Serving 5-15 people daily, draft and edit resumes, cover letters and other business correspondence</li> </ul> <p><b>Education</b></p> <p><b>Present Continuing Education</b></p> <p><b>ONLINE COURSES</b></p> <p>JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint, Unity/C#, Google Analytics</p>
	<p><b>2006-2009</b></p> <p><b>Charter College</b></p> <p><b>ALPHA BETA KAPPA, DEAN'S LIST, 3.85 GPA</b></p> <p>B.S. Degree in Business Management &amp; Technology: Concentration in Business Applications</p> <p>B.S. Degree in Business Management &amp; Technology</p> <p>A.S. Degree in Computer Science: Concentration in Business Applications</p> <p>A.S. Degree in Business Management Practice</p> <p>Microsoft Office Master Certification</p>