

## ***Sue Darby***

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**Sue** is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your team.

### **Achievements**

- Develop unit SharePoint to track internal errors, providing report to management for team development and training
- Works with IT and Research and Analysis teams on main database functionality; thus improving the connecting of subcontractors to certified agencies
  - Works closely with the SharePoint development team to ensure Archiving site calculates correct retention as per regulations
- Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files sent to Archiving

### **Computer Skill Set**

- Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
- Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ certification
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL, and SQL based databases
- Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

### **Business Skill Sets**

- Technical writing including; office procedures, project requirements and proposals, drafting patterns
- Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
- Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management
- Organization and logistics

### ***Experience (Full-Time)***

<i>State of Alaska, Division of Senior &amp; Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>	
Senior Services Technician	Feb 2014-Present
Office Assistant II	Nov 2011-Feb 2014
Admin Clerk II	May 2008-Nov 2011
<i>Nine Star Education &amp; Employment</i>	
Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008
<i>Sue's Tiny Costumes</i>	
Entrepreneur/Webmaster	Oct 1995-Present

### ***Education***

<b>Charter College</b>	<b>Alpha Beta Kappa</b>	<b>June 2009</b>
<b><i>Bachelors of Science Degree</i></b>		
Business Management and Technology: Concentration in Business Applications		
Business Management and Technology		
<b><i>Associate of Applied Science Degree</i></b>		
Computer Science: Concentration in Business Applications		
Business Management Practice		
<b><i>Certificate</i></b>		
Computerized Office Associate		
Computerized Office Specialist		
<b><i>MS Office Master Certification</i></b>		

### ***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification, Android Development

### ***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007