

# *Sue Darby*

## **Contact**

907-707-5654

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

## **Portfolio**

[www.sue-a-darby.com](http://www.sue-a-darby.com)

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby)

## **Computer Skills**

**Skills:** Technical Writing, Self-motivated, Problem Solving, Data Analytics, Universal Modelling Language (UML), WAMP

**Mark-up/Programming Languages:** HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A, PHP

**Databases:** MYSQL, PHPMyAdmin, CPanel, DS3, Enterprise, MMIS, Citrix, Access, COGNOS

**Office Suites:** Master Certified Microsoft Office, Project, Visio, SharePoint, OneNote, Adobe Pro, Star UML, Dia (diagrams)

**Content Management Systems:** WordPress, Drupal, Dreamweaver

**Graphic Art Suites:** Corel Draw, Inscap, Gimp, Paint Shop Pro, Freemind (mind mapping)

**Operating Systems:** Windows 3.1-10, DOS 3.3, Linux; Android

## **Achievements**

- Has written 30 or more technical software tutorials and procedural manuals
- Diagram internal processes using Universal Modelling Language (UML) to increase efficacies
- Using macro programming and process design facilitated a 66% increase workflow processes
- Facilitated 85% increase in data collection, clean up and notification efficiency
- Designated by IT as a SharePoint Administrator for 3 State of Alaska sites; develop tools, manage permissions, train new staff, participate in budget and planning meetings
- 40% advancement in data capture and accuracy from changes identified and made to main database
- 60% refinement in workflow from development of checklist tool, trained additional staff to maintain tool
- 74% progress in time management for unit from programming of tool to track certification process
- Increased file organization by 50% via a standardized electronic folder system to organize documentation
- 50% improved time management; reduced management's information systems data entry
- Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45%
- Creation of 46 official application forms for Medicaid Waiver Programs ensuring ADA compliance

## **Experience**

**Webmaster/Owner** ~ Alaska Office Specialists ~ Present

**Technical Writer/Webmaster/Author/Business Owner** ~ Sue's Tiny Costumes ~ 1995 —Present

**Director** ~ Alaska Coalition for Telehealth & Telemedicine ~ 2017-Present

**Webmaster** ~ iA3 ~ 2015-2016

**Senior Services Technician** ~ State of Alaska ~ 2008 —2017

**Computer Instructor & Career Development** ~ Nine Star Education & Employment ~ 2006 - 2008

## **Education**

**Udemy** - Continuing Education ~ Variety of Topics ~ Ongoing

**Charter College** ~ Alpha Beta Kappa, Dean's List

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

Microsoft Office Master Certification