

Sue Darby

Contact
907-707-5654
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Portfolio
www.sue-a-darby.com
www.linkedin.com/in/suedarby

Computer Skills

Markup/Programming Languages: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A

Databases: Harmony, Enterprise MMIS, DS3, Citrix, Access, COGNOS, MYSQL, PHPMYAdmin, CPanel

Office Suites: Master Certified Microsoft Office, Project, SharePoint, OneNote, Adobe Pro

CMS: WordPress, Drupal, Dreamweaver

Operating Systems: Windows, Linux; Android

Other Skills: Technical Writing, Self-motivated, Problem Solving, Data Analytics, Universal Modeling Language (UML)

Achievements

- 66% improvement of workflow processes via macro programming and process design
- 85% increase in data collection, clean up and notification efficiency
- Technical writing for a variety of purposes and audiences
- Generate reports using ad hoc tracking system and report manager to solve problems or track data for the team
- Design and develop official application forms for Medicaid Waiver Programs
- SharePoint Administrator for Unit and Division sites; develop tracking tools, subject matter expert archiving
- Provide detailed technical assistance to members of the public, managerial and technical users
- Website design, development, hand coded and Wordpress websites
- Taught teams of individuals to become proficient with Microsoft Office
- 50% improved time management; reduced management's information systems data entry
- Collect and present computer student statistics and career development data

Projects

Settings compliance: Phase I: development of a single tool to capture data, consolidate it, and generate individualized remediation notices. Phase II: development of a macro to take approximately 1000 final notices to a mass email merge of PDF files. Phase III: take responses, add approvals or denials to original response and embed the final files in the original workbook. This includes documenting the process and training the team. The streamlined process is reducing workload on the team of 3 by 66%.

Database Record Maintenance: continual searches and requests for data merges and clean up ensuring record completion and accuracy especially during conversion process to new system. Additions, activations, updates, merges and deactivations of over 1000 records per year.

Experience

Senior Services Technician ~ State of Alaska ~ 2008 – Present

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

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

Education

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