

## *Sue Darby*

**S**ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

### *Software Skills*

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

### *Technical Achievements*

- Design and implementation of projects:
  - “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  - “Critical Incident Report Tracking” system and statistics generation
  - Implement final product to reveal compliance issues and regulatory issues
- Streamline administrative processes, database improvements, data tracking and report processes
  - Research date & bates stamping equipment purchase to reduce administrative processing time
  - Develop and edit checklists to ensure applications processing efficiency
  - Develop note entry process to provide accurate data for weekly reporting processes
- Effectively explain ideas and information to both technical and managerial users
  - Explain many MS Office skills to others ensuring efficient application use
  - Write technical tutorials and processes for future staff reference
  - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, website and marketing of patterns and books
  - Track marketing efforts to increase visitor conversion
- Website design, development, including hand coded and Word Press based websites
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

### *Management Achievements*

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
  - Contribute input on applicant selection or termination
  - Review candidate resumes and qualifications
  - Give input for final decisions **1**
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

### *Writing Achievements*

- Publish

- o 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  - o Technical instructions with drawn diagrams
  - o Photography of final products
- Develop and continually improve administrative and unit processes
  - o Design and write tutorials, diagrams and hands on training methods
  - o Contribute to formal policies during development phases
  - o Design and format forms used internally and externally
  - o Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

#### ***Administrative Achievements***

- Reduce Management's information systems data entry 50%; improved time management
- Screen incoming applications to ensure completeness
  - o Contact providers with list of missing materials
  - o Provide technical assistance regarding requirements
  - o Ensure correct application routing

#### ***Experience***

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

#### ***Volunteer Experience***

Alaskans for Palmer Hay Flats

CCS Headstart

#### ***Education***

**Charter College**

**Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree - Business Management 2 Technology: Concentration in Business Applications***

***Bachelors of Science Degree - Business Management... .. Technology***

***Associate of Applied Science Degree - Computer Science: Concentration in Business Applications***

***Associate of Applied Science Degree - Business Management Practice***

***Certificate - Computerized Office Associate***

***Certificate - Computerized Office Specialist***

#### ***Relevant Classes***

- Technical Writing
- Project Management
- Statistics

- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
- Contract Management
- Human Resources
- Operations Management
- Perl
- Marketing
- JavaScript

### **Website Development and Design**

GNC Web Creations Online

### **Business Marketing**

University Alaska Southeast Juneau, AK

### **Certifications**

#### **Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

### **Training**

COGNOS	2014
HIPAA Security 201 State of Alaska	2014
Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
Introduction to Supervisor Training State of Alaska	2011
Basic Care Coordination Training for QA State of Alaska	2010
Introduction to Office 2007 State of Alaska	2009