

Sue Darby

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Sue 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 over 20 years experience with computers and is looking to make a change in career path.

Computer 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 certified agencies
 - Additional information entered for Day Habilitation providers
 - Ongoing maintenance and reporting of connecting homes
 - “Critical Incident Report Tracking” system and statistics generation

- Implement final product to reveal compliance issues and regulatory issues
 - Administrator of Division Archiving SharePoint as well as subject matter expert for system
 - Records retention subject matter expert
 - Streamline administrative processes, database improvements, data tracking and report processes
 - Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
 - Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
 - Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
 - 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
 - Provide information to help other divisions with efforts to share data
 - 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
 - Write and edit HTML, CSS, JavaScript and PHP
 - 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
 - Contribute input on applicant interviews, selection or termination
 - Review candidate resumes and qualifications
 - Give input for final decisions
 - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
 - Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Develop and continually improve processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
 - Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - 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

Experience

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer Instructor	
<i>Volunteer Experience</i>	Alaskans for Palmer Hay Flats CCS Headstart	Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA

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

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

Self Paced Studies

- Java

Learnable Courses

- HTML 5
- CSS
- JavaScript
- PHP MYSQL
- Web design

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

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

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

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

Graphic Art

Computer Skills**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A**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, KingSoft Office, Open Office**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS**Graphic Art Suites:** Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings**CMS:** WordPress, Drupal, Dreamweaver***Technical Achievements***

- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Website design, development, including hand coded and Wordpress 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 support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
Admin Clerk II	May 2008-Nov 2011	

Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008

Education

Charter College	Bachelors of Science– Business & Technology	Alpha Beta Kappa 3.85
GPA		

Relevant Classes

~Technical Writing ~ Project Management
 Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~
 Operations Management ~ Perl ~ Marketing ~ **Additional Online Courses via Learnable & Udemy**
 JavaScript ~ Java ~ HTML 5 ~ CSS ~ JavaScript ~ PHP ~ MYSQL ~ Web design ~ Game Design with Unity

YY~

Training

COGNOS	2014
HIPAA Security 201 State of Alaska	2008-2014
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

Computer Skills

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

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, KingSoft Office, Open Office

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CMS: WordPress, Drupal, Dreamweaver

Technical Achievements

- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
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Experience (Part-Time)

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 JavaScript ~ Java ~ HTML 5 ~ CSS ~ JavaScript ~ PHP ~ MYSQL ~ Web design ~ Game Design with Unity

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Training

HIPAA Security 201 State of Alaska	2008-2014
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

Sue 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 communications for the benefit of the company.

Computer Skills

CMS: WordPress, Drupal, Dreamweaver, MS SharePoint 2007-2010

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

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

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

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

Office Suites: Master Certified MS Office 2003, 2010, Project, Visio, , OneNote, Adobe Pro X and XI

Achievements

- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting
- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management
- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
- Successful design and implementation of projects; Habilitation Homes (300+ providers connected)
- Website design, development, including hand coded and WordPress based sites (14 domains and subdomains managed)
- Administrator of Division Archiving SharePoint as well as subject matter expert for system

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance
Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities Services, Quality Assurance

Admin Clerk II May 2008-Nov 2011

Experience (Part-Time)
Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

<i>Books, Music & More</i>	Entrepreneur/Webmaster	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur/Webmaster	Oct 2008 -Present
<i>Nine Star Education & Employment</i>		
Career Development Mentor & Computer Instructor		Apr 2006-Apr 2008

Education

Charter College Bachelors of Science— Business & Technology Alpha Beta Kappa 3.85 GPA

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~

Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
HIPAA Security 201	State of Alaska	2008-2014
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

Sue Darby

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sue@sue-a-darby.com www.sue-a-darby.com

Twitter: @suedarby LinkedIn <https://www.linkedin.com/in/suedarby>

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

Programming Languages: HTML, CSS, JavaScript, Perl.

VisualBasic.NET, BASIC A Databases: MMIS, DS3, Citrix, Access.

Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel, Graphic

Art Suites: Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, Star

UML-Dia-Freemind Operating Systems: Windows 3.1-7, DOS 3.3.

Ubuntu: Android

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

Social Media: Facebook Twitter G+ GitHub Pinterest YahooGroups Webring

Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS

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, KingSoft Office, Open Office

Achievements

- Successful design and implementation of projects; Habilitation Homes (300+ providers connected)
 - Website design, development, including hand coded and WordPress based sites (14 domains and subdomains managed)
 - Administrator of Division Archiving SharePoint as well as subject matter expert for system
 - Streamline administrative processes, database improvements, data tracking and report processes
 - Effectively explain ideas and information to both technical and managerial users
 - Manage social media accounts, website and marketing of patterns and books
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 - Lead, train and delegate tasks to support staff
 - Reduce Management's information systems data entry 50%; improved time management

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

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<i>State of Alaska, Division of Senior & Disabilities Services, Quality Assurance</i>		
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Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur/Webmaster	Oct 1995-
Present		
<i>Alaska Office Specialists</i>	Entrepreneur/Webmaster	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur/Webmaster	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur/Webmaster	Oct 2008 -Present
<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008

Education

Charter College	Bachelors of Science– Business & Technology	Alpha Beta Kappa 3.85
GPA		

Relevant Classes

~Technical Writing Project Management
 Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~
 Operations Management ~ Perl ~ Marketing ~ JavaScript~
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Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
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HIPAA Security 201 State of Alaska	2008-2014
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

EXPERIENCE New

State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit

Office

Assistant II

May 2008

to Present

Anchorage

, AK

Nine Star Education & Employment

Career Development Center Mentor & Computer Instructor April

2006 to April 2008

Anchorage, Alaska

Sue's Tiny Costumes

Owner

Webmaster

Author 1996 to
present

Additional Work Experience

Books, Music & More

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Alaska Office Specialists

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Michael's Arts & Crafts

Cashier, Stock Clerk, Events Coordinator

Portland, OR

New Marine World Theme Park

Outback Gift Shop Clerk Vallejo CA

Steamboat Ski Corp Food Service Cashier Steamboat Springs, CO

Hamilton Stores

Fountain Cashier Steamboat Springs, CO

Solano College Fashion Design Department

Computer Tutor Suisun, CA

Camp Rotary

Arts & Crafts Counselor Boxford, MA

Marine World

Food Service Cashier Vallejo, CA

House of Fabrics Floor Clerk Fairfield, CA

Volunteer Work

PRIDE Program Rasmussen

Grant Writer 2008

Chugiak Children's Services Head Start

Classroom

Lead Aide

2004

www.integrity-designs.com

Web site

Marketer

2003

www.minidolllist.com

Graphic

Designer

2003

Shirley's Creative

Designs

Production

Assistant July

1992 to 2002

SKILLS New

Administrative

1. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
2. Adjust workflow to complete critical tasks in a timely manner
3. Develop specific process for processing archival & offsite storage of files
4. Brainstorm ways to streamline the administrative processes
5. Procurement of supplies for equipment & team
6. Answer phones & questions from the public
7. Process all incoming mail & any special handling for outgoing mail

Writing- Business, Creative & Technical

1. Policy & procedure development
2. Maintain records of files & version controls
3. Write technically detailed, illustrated instructions for processes & doll patterns
4. Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
5. Proofread for grammar, style, content & spelling
6. Grant writing based on data, knowledge & interviews with SMEs
7. Follow guidelines for APA papers

Computers

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Create templates to generate reports
5. Develop Statistics report for use in grants
6. Develop training materials for various processes, present to co-workers & management

7. Design charts & graphs for Department, State & Federal reports
8. Design, develop & maintain multiple websites & blogs
9. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
10. Input client data & statistics into database

Software & Programming

1. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
2. SharePoint (site owner)
3. Visio, Star UML, Dia,
4. Corel Draw, Inkscape, Gimp, Paint Shop Pro
5. HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
6. Chrome, Firefox, Opera, Internet Explorer
7. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
8. File Maker Pro, Citrix, Dreamweaver

Business Management

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Research & write business, marketing, & merchandising plans
4. Project management including task management, goals, timelines and GANTT Charts
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Collect & analyze data on customers to identify potential markets

Teaching

1. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
2. Develop class curriculum

3. Teach computer classes to adults
4. Teach goal setting workshops
5. Develop basic computer classes or work one on one with students to develop skills
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Assist with craft projects in a school & camp setting
10. Develop classes & teach as a Camp Counselor
11. Provide additional adult supervision & support to 20+ student pre-school classroom
12. Yard duty including maintaining observation of rules by youngsters

Web Site Development

1. Web site design & maintenance of hand coded websites
2. Install & maintain Wordpress sites
3. Proficient in white hat SEO techniques
4. Track keywords, visitors & other analytical data for each site
5. Troubleshoot hosting issues

Marketing

1. Write marketing plans for businesses
2. Develop advertising for various business websites
3. Search engine submission, classified ad placement, online groups marketing where appropriate.

Career Development

1. Assess clients for barriers & brainstorm ways to overcome them
2. Draft & edit resumes, cover letters & other business correspondence
3. Confer with clients to determine what program will be most helpful
4. Conduct job-matching to find good fit between clients & hiring companies
5. Direct clients to appropriate resources & assists clients in their use of outside assistance

Additional Skills

1. Trouble shoot pattern drafting problems
2. Draft patterns, computer trouble shooting

Linked In

- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
- Communicates effectively with both technical & non-technical users
- Adjust workflow to complete critical tasks in a timely manner
- Develop specific process for processing archival & offsite storage of files
- Policy & procedure development
- Maintain records of files & version controls
- Write technically detailed, illustrated instructions for processes
- Master Certified Office 2003, SharePoint (site owner)
- Visio, Star UML, Project,
- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Train additional staff on various processes & assign tasks overseeing accuracy
- Manage small business including product development, class development, web design & maintenance, marketing & budget
- Write technically detailed, illustrated instructions for processes & doll patterns
- Distance Education Teacher for pattern drafting classes
- Research & write business, marketing, & merchandising plans
- Project management including task management, goals, timelines and GANTT Charts
- Set project goals, determine risks, prepare contingency plan, & time line for achievement
- Collect & analyze data on customers to identify potential markets
- Web site design & maintenance of hand coded websites
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- Develop class curriculum
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- Conduct job-matching to find good fit between clients & hiring companies
- Direct clients to appropriate resources & assists clients in their use of outside assistance

Duties new page

1. Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
2. Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
3. Provide team with weekly charts showing application processing status
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
6. Team Lead for up to 3 volunteers; training & assigning tasks,

- checking work as needed
7. Screen Certification Packets, checking for completeness & updating databases as required
 8. Manage multiple group e-mail boxes; directing messages or resolving issues as needed
 9. Write & post various articles or pages on multiple sites
 10. Manage & update up to 16 sites & blogs
 11. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
 12. Responsible for the CPR & First Aid training waivers processing
 13. Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
 14. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

ACHIEVEMENTS new page

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.
3. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
4. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
5. Cut Management Information Systems input time by 50%
6. Develop over 100 miniature &

small doll patterns [By the year list](#)

[achievements](#)

[Time line style fishbone diagram](#)

[PUB AUTHOR](#)

[DATA ENTRY](#)

[HAB PROJECT](#)

UNIT SHAREPOINT

PROJECTS new page

Dolls In

Miniatu

re

Smocke

d Dress

Interna

tional

Doll

Kitty

Bo Peep

Dolls, Bears &

Anywears ARCHIVES

procedure development

Habilitation Homes project from Idea to implementation

EDUCATION & TRAINING

Bachelors– Alpha Beta Kappa

Business Management Practice

Business Management & Information Technology

Associates

Business Management Practice

Business Management & Information Technology

Certificate

Office

Applicatio

ns April

2006 to

April 2009

Charter College Anchorage, AK

Relevant Classes

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design

May 2003 to present

GNC Web Creations Universal City, TX

Business Marketing

August-December 2005

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

September 1995 to May 1997

Solano Community College Suisun, CA

Certifications

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

Training

State of Alaska

Advanced SharePoint for Site Owners & Power Users June

2013 Introduction to Share Point with Lab April 2011

HIPAA Security 201 Training

March 2011 Introduction to

Supervisor Training March 2011

Basic Care Coordination Training for Quality Assurance March

Organizations, Memberships & Workshops

Balancing Life & Work with

John Parker Anchorage, AK -

August 2007

Novel Install Fest IT

Expo Anchorage, AK -

October 2006

AmeriCorps Conference National Association for Community

Volunteerism Anchorage, AK - April 2006 & 2007

Professional Memberships

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

Other

PDF documents

Screen shots of

projects ***Scans of***

magazine articles

EXPERIENCE Current

State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit

Office Assistant II May 2008 to Present

Professional Achievements

7. Convert New Provider Certification Application to fill in PDF for public use
8. Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
9. Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

Nine Star Education & Employment Anchorage, Alaska

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008

Professional Achievements

10. Reduce Management’s information systems data entry 50%
11. Statistic tracking & reporting for internal use & grants

Sue's Tiny Costumes 1996 to present

Web Based

Professional Achievements

12. Published author of 2 books and 6 articles in various magazines
13. Product development
14. Website design, development, & marketing
15. Curriculum development for online classes

Additional Work

Books, Music & More 2008 to present

Web Based

Professional Achievements

16. Article Writing, content development & information management

17. Topic research

18. Site marketing and social media

management **Alaska Office**

Specialists 2008 to Present

Web Based

Professional Achievements

19. Article Writing, content development & information management

20. Topic research

21. Site marketing and social media management

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22. PRIDE Program Rasmussen - Grant Writer 2008

23. Chugiak Children's Services Head Start - Classroom Aide 2004

24. www.integrity-designs.com - Web site Marketer 2003

25. www.minidolllist.com - Graphic Designer for 2003

26. Shirley's Creative Designs - Production Assistant July 1992 to 2002

SKILLS Current

Business Management

27. Manage small business including product development, class development, web design & maintenance, marketing & budget
28. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
29. Team Lead for up to 3 volunteers
30. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
31. Collect & analyze data on customers to identify potential markets
32. Research & write business, marketing, & merchandising plans
33. Set project goals, determine risks, prepare contingency plan, & time line for achievement
34. Project management including task management, goals, timelines and GANTT Charts

Marketing

35. Search engine submission, classified ad placement, online groups marketing where appropriate.
36. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
37. Develop advertising for various business websites
38. Write marketing plans for businesses

Web Site Development

40. Web site design & maintenance
41. Install & maintain Wordpress sites
42. Troubleshoot hosting issues
43. Write & post various articles or pages on multiple sites
44. Manage & update up to 16 sites & blogs

45. Track keywords, visitors & other analytical data for each site

46. Proficient in white hat SEO techniques

Computers

47. Communicates effectively with both technical & non-technical users

48. Software & hardware user support

49. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops

50. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary

51. Create templates to generate reports

52. Input client data & statistics into database

53. Develop Statistics report for use in grants

54. Develop training materials for various processes, present to co-workers & management

55. Design charts & graphs for Department, State & Federal reports

56. Provide team with weekly charts showing application processing status

57. Design, develop & maintain multiple websites & blogs

58. Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

59. HTML, CSS, WordPress

60. Javascript, Visual basic, BASIC A, Perl

61. Corel Draw, Inscape, Gimp, Paint Shop Pro

62. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office

63. Visio, Star UML, Dia,

64. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android

65. HTML, CSS, Visual Basic, JavaScript, Perl

66. Chrome, Firefox, Opera, Internet Explorer

67. File Maker Pro, Citrix, Dreamweaver

Administrative

68. Cut Management Information Systems input time by 50%
69. Brainstorm ways to streamline the administrative processes
70. Answer phones & questions from the public
71. Process all incoming mail & any special handling for outgoing mail
72. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
73. Screen Certification Packets, checking for completeness & updating databases as required
74. Responsible for the CPR & First Aid training waivers processing
75. Monitor compliance with the new requirements for training
76. Backup for receptionist; dealing with callers in crisis or seeking information
77. Provide technical assistance within scope of Quality Assurance, Provider Certification
78. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
79. Develop specific process for processing archival & offsite storage of files
80. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
81. Adjust workflow to complete critical tasks in a timely manner
82. Procurement of supplies for equipment & team

Career Development

83. Confer with clients to determine what program will be most helpful
84. Assess clients for barriers & brainstorm ways to overcome them
85. Draft & edit resumes, cover letters & other business correspondence
86. Conduct job-matching to find good fit between clients & hiring companies
87. Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

88. Assist with craft projects in a school & camp setting
89. Develop classes & teach as a Camp Counselor for elementary & Jr

High students

90. Design display cards for St Louis Miniatures Museum display September 2003.
91. Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

92. Graphic art
93. Studio style photography
- Seamstress
94. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
95. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
96. Develop over 100 miniature & small doll patterns
97. Proofread for grammar, style, content & spelling
98. Grant writing based on data, knowledge & interviews with SMEs
99. Follow guidelines for APA term papers
100. Maintain records of files & version controls
101. Policy & procedure development

Teaching

102. Provide additional adult supervision & support to 20+ student pre-school classroom
103. Trouble shoot pattern drafting problems
104. Draft patterns, computer trouble shooting
105. Develop class curriculum
106. Teach computer classes to adults
107. Answer student questions about various software applications
108. Aid students in preparation for the Microsoft Office Specialist exams
109. Distance Education Teacher for pattern drafting classes
110. Yard duty including maintaining observation of rules by youngsters
111. Teach goal setting workshops
112. Develop basic computer classes or work one on one with

students to develop skills

Support staff for Provider Quality Assurance & Compliance

Reports for Centers for Medicaid & Medicare Services, State
Commissioner, Department of Health & Social Services, and Provider
Certification Quality Assurance Unit

Brainstorm process improvements, make suggestions, implement
approved plans, & write technical documents for process revising as
necessary.

UML diagrams of process to show flow of steps and order is correct

Team Lead for up to three volunteers

Participate in work groups for new regulations & new application offering
ideas, & suggestions on requirements, processes, & designing of new
application, forms

Set project goals, determine risks, prepare contingency plan, &
time line for achievement

Project management including task management, goals, timelines, and
GANTT Charts

Brainstorm ways to streamline the administrative processes

Process all incoming mail & any special handling for outgoing mail

Organizing training sessions; materials gathering, staff/location
coordination, equipment setup

Screen Certification Packets, checking for completeness &
updating databases as required

Compare data from Access Database and update main database in
multiple locations

Responsible for the CPR & First Aid training waivers processing and
tracking

Monitor compliance with the new requirements for training

Backup for receptionist; dealing with callers in crisis or seeking information

Provide technical assistance to providers within scope of Quality
Assurance, Provider Certification

Develop specific process for processing archival & offsite storage of files

Ability to understand, analyzes, apply, & explain complex program
statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner

Procurement of supplies for equipment & team

Manage small business including product development, class
development, web design & maintenance, marketing & budget

Develop over 100 miniature & small doll patterns, including diagrams
and technical detailed instructions

Author of 2 published books, Pattern Drafting for Miniatures & Pattern
Making for Dolls

Articles published in International Doll Magazine, Doll Castle News
Dolls, Bears & Anywears, & Dolls In Miniature

Search engine submission, classified ad placement, online groups marketing where appropriate.

Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums

Develop advertising for various business websites Write marketing plans for businesses

Web site design & maintenance Install & maintain WordPress sites Troubleshoot hosting issues

Write & post various articles or pages on multiple sites Manage & update up to 16 sites & blogs

Track keywords, visitors & other analytical data for each site Proficient in white hat SEO techniques

Design display cards for St Louis Miniatures Museum display September 2003. Design Library Cards for the Miniature Doll University.

Graphic art

Studio style

photography

Seamstress

Proofread for grammar, style, content & spelling Computer Skills:

Dreamweaver, HTML, CSS, WordPress Javascript, Visual basic, BASIC A, Perl, HTML, CSS, Corel Draw, Inscape, Gimp,

Paint Shop Pro

MS Office 95-2010, MS Project, Master Certified Office 2003;

Open Office Visio, Star UML, Dia,

Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android Chrome, Firefox, Opera, Internet Explorer

Streamlined Management Information Systems input, reduced time consumption by 50%

Savvy with planning & marketing ideas for businesses

Skilled in the use of Microsoft Office2003, Project 2003, Dreamweaver, Linux SUSE & UBUNTU

Excellent planning, research, and technical

writing skills Develop class curriculum

according to general guidelines

Ability to communicate with both technical and non-technical users

Collaborate with coworkers & supervisors concerning ways to streamline administration

Create templates used for generating reports &

statistics Answer phones & address questions

from the public

Input confidential client information into File Maker Pro

via Citrix Assess clients for barriers & brainstorm ways

to overcome them Draft & edit resumes, cover letters

& other business correspondence

Direct clients to appropriate resources & assist clients in their use of

outside assistance Conduct job-matching to find good fit between clients

& hiring companies

Technical

- Reduce Management's data entry workload by 50%
- Streamline administrative processes, database improvements
- Effectively explain ideas & information to both technical & managerial users

- Project management including; task management, goals, budgets, timelines & GANTT Charts
- Design & implementation of the Habilitation Homes project to connect licensed homes with recipients & certified agencies

EXPERIENCE

State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit

Office Assistant II May 2008 to Present

Professional Achievements

- Convert New Provider Certification Application to fill in PDF for public use
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

Nine Star Education & Employment Anchorage, Alaska

*Career Development Center Mentor/
Computer Instructor – AmeriCorps Member
April 2006 to April 2008*

Professional Achievements

- Reduce Management's information systems data entry 50%
- Statistic tracking & reporting for internal use & grants

Sue's Tiny Costumes 1996 to present

Web Based

Professional Achievements

- Published author of 2 books and 6 articles in various magazines
- Product development
- Website design, development, & marketing
- Curriculum development for online

classes Books, Music & More 2008 to

present Web Based

Professional Achievements

- Article Writing, content development & information management
- Topic research
- Site marketing and social media management

Alaska Office Specialists

2008 to Present Web Based

Professional Achievements

- Article Writing, content development & information management
- Topic research
- Site marketing and social media management

Coffee Institute

Additional Work

House of Fabrics

Camp Rotary

Computer Tutor

Hamilton Stores

Steamboat Ski

Corp Wal-Mart

Michael's

Marine World

Volunteer

Work

- PRIDE Program Rasmussen - Grant Writer 2008
- Chugiak Children's Services Head Start
- Classroom Aide 2004
- www.integrity-designs.com - Web site
Marketer 2003
- www.minidolllist.com - Graphic Designer for 2003
- Shirley's Creative Designs - Production
Assistant July 1992 to 2002

SKILLS

Business Management

- Manage small business including product development, class development, web design & maintenance, marketing & budget
- Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
- Team Lead for up to 3 volunteers
- Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & designCollect & analyze data on customers to identify potential markets
- Research & write business, marketing, & merchandising plans
- Set project goals, determine risks, prepare contingency plan, & time line for achievement
- Project management including task management, goals, timelines and GANTT Charts

Marketing

- Search engine submission, classified ad placement, online groups marketing where appropriate.
- Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
- Develop advertising for various business websites
- Write marketing plans for businesses

Web Site Development

- Web site design & maintenance
- Install & maintain Wordpress sites
- Troubleshoot hosting issues
- Write & post various articles or pages on multiple sites
- Manage & update up to 16 sites & blogs
- Track keywords, visitors & other analytical data for each site
- Proficient in white hat SEO techniques

Computers

- Communicates effectively with both technical & non-technical users
- Software & hardware user support
- Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
- Mail merge letters & labels creating both forms, letters & spreadsheets as necessary

- Create templates to generate reports
- Input client data & statistics into database
- Develop Statistics report for use in grants
- Develop training materials for various processes, present to co-workers & management
- Design charts & graphs for Department, State & Federal reports
- Provide team with weekly charts showing application processing status
- Design, develop & maintain multiple websites & blogs
- Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

- HTML, CSS, WordPress
- Javascript, Visual basic, BASIC A, Perl
- Corel Draw, Inscape, Gimp, Paint Shop Pro
- MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
- Visio, Star UML, Dia,
- Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
- HTML, CSS, Visual Basic, JavaScript, Perl
- Chrome, Firefox, Opera, Internet Explorer

- File Maker Pro, Citrix, Dreamweaver

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public
- Process all incoming mail & any special handling for outgoing mail
- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness & updating databases as required
- Responsible for the CPR & First Aid training waivers processing
- Monitor compliance with the new requirements for training
- Backup for receptionist; dealing with callers in crisis or seeking information
- Provide technical assistance within scope of Quality Assurance, Provider Certification
- Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

- Develop specific process for processing archival & offsite storage of files
- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
- Adjust workflow to complete critical tasks in a timely manner
- Procurement of supplies for equipment & team

Career Development

- Confer with clients to determine what program will be most helpful
- Assess clients for barriers & brainstorm ways to overcome them
- Draft & edit resumes, cover letters & other business correspondence
- Conduct job-matching to find good fit between clients & hiring companies
- Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

- Assist with craft projects in a school & camp setting
- Develop classes & teach as a Camp Counselor for elementary & Jr High students
- Design display cards for St Louis Miniatures Museum display September

2003.

- Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

- Graphic art
- Studio style photography
- Seamstress
- Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
- Develop over 100 miniature & small doll patterns
- Proofread for grammar, style, content & spelling
- Grant writing based on data, knowledge & interviews with SMEs
- Follow guidelines for APA term papers
- Maintain records of files & version controls
- Policy & procedure development

Teaching Provide additional adult supervision & support to 20+ student pre-school classroom

- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting
- Develop class curriculum

- Teach computer classes to adults
- Answer student questions about various software applications
- Aid students in preparation for the Microsoft Office Specialist exams
- Distance Education Teacher for pattern drafting classes
- Yard duty including maintaining observation of rules by youngsters
- Teach goal setting workshops
- Develop basic computer classes or work one on one with students to develop skills

ACHIEVEMENTS

By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SharePoint

PROJECTS

DESCRIBE MAJOR PROJECTS FROM DOLL

PATTERNS FOR MAGAZINES TO LARGE WORK

PROJECTS LIKE ARCHIVES HAB AND

SHAREPOINT EACH CAN BE A POST

**DESCRIBING THE PROCESS FROM CONCEPT
TO CURRENT STATUS THIS PAGE SHOULD BE
A LINK PAGE FOR EACH POST**

EDUCATION & TRAINING

List Bachelors together then Associates
then Certificates then classes

Bachelors— Alpha Beta Kappa

Business Management Practice

Business Management & Information
Technology

Associates

Business Management Practice

Business Management & Information
Technology

Certificate

Office Applications

April 2006 to April

2009

Charter College Anchorage, AK

Relevant Classes Technical Writing,

Research Methodologies, Project

Management, Telecommunications,

Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design

May 2003 to present

GNC Web Creations Universal City,
TX Business Marketing

August-December 2005

University Alaska Southeast Juneau,
AK Fashion Design (Certificate)

September 1995 to May 1997

Solano Community College Suisun, CA
Certifications

Group SOA trainings together name & year

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services
Anchorage, AK

Training

Advanced SharePoint

Introduction to Share Point with Lab
State of Alaska Senior & Disabilities
Services April 2011

HIPAA Security 201 Training

State of Alaska Senior & Disabilities Services March 2011

Introduction to Supervisor Training

March 2011

Basic Care Coordination Training for Quality Assurance

State of Alaska Senior & Disabilities Services
March 2010

Introduction to Office 2007
State of Alaska Senior & Disabilities Services
May 2009

***Organizations,
Memberships & Workshops***

Organize newest to

oldest Balancing Life &

Work John Parker

Anchorage, AK - August 2007

Novel Install Fest IT Expo

Anchorage, AK - October 2006

AmeriCorps Conference National
Association for Community Volunteerism

Anchorage, AK - April 2006 & 2007

Professional Memberships

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

Other

PDF documents

EXPERIENCE New

State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit

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Nine Star Education & Employment

Career Development Mentor &

Computer Instructor April 2006 to

April 2008

Anchorage, Alaska

Sue's Tiny Costumes

Owner,

Webmaste

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1996 to

present

Additional Work Experience

Books, Music & More

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Michael's Arts & Crafts

Cashier, Stock Clerk, Events

Coordinator Portland, OR

New Marine

World

Theme

Park

Outback Gift

Shop Clerk

Vallejo CA

Steamboat Ski Corp

Food Service Cashier

Steamboat Springs, CO

Hamilton Stores

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Solano College Fashion Design Department

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Camp Rotary

Arts & Crafts

Counselor

Boxford, MA

Marine World

Food

Service

Cashier

Vallejo, CA

House of Fabrics

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Chugiak Children's Services Head Start

Classroom Aide

www.integrity-designs.com

Web site Marketer

www.minidolllist.com

Graphic Designer

Shirley's Creative Designs

Production Assistant

SKILLS New

Writing- Business, Creative & Technical

1. Policy & procedure development
2. Maintain records of files & version controls
3. Write technically detailed, illustrated instructions for processes & doll patterns
4. Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
5. Proofread for grammar, style, content & spelling
6. Grant writing based on data, knowledge & interviews with SMEs
7. Follow guidelines for APA papers

Computers

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Create templates to generate reports
5. Develop Statistics report for use in grants
6. Develop training materials for various processes, present to co-workers & management
7. Design charts & graphs for Department, State & Federal reports
8. Design, develop & maintain multiple websites & blogs
9. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
10. Input client data & statistics into database

Software & Programming

1. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
2. SharePoint (site owner)
3. Visio, Star UML, Dia,
4. Corel Draw, Inscape, Gimp, Paint Shop Pro
5. HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
6. Chrome, Firefox, Opera, Internet Explorer
7. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
8. File Maker Pro, Citrix, Dreamweaver

Administrative

1. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
2. Adjust workflow to complete critical tasks in a timely manner
3. Develop specific process for processing archival & offsite storage of files
4. Brainstorm ways to streamline the administrative processes
5. Procurement of supplies for equipment & team
6. Answer phones & questions from the public
7. Process all incoming mail & any special handling for outgoing mail

Business Management

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Research & write business, marketing, & merchandising plans
4. Project management including task management, goals, timelines and GANTT Charts
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Collect & analyze data on customers to identify potential markets

Teaching

1. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
2. Develop class curriculum
3. Teach computer classes to adults
4. Teach goal setting workshops
5. Develop basic computer classes or work one on one with students to develop skills
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Assist with craft projects in a school & camp setting
10. Develop classes & teach as a Camp Counselor
11. Provide additional adult supervision & support to 20+ student pre-school classroom
12. Yard duty including maintaining observation of rules by youngsters

Web Site Development

1. Web site design & maintenance of hand coded websites
2. Install & maintain WordPress sites

3. Proficient in white hat SEO techniques
4. Track keywords, visitors & other analytical data for each site
5. Troubleshoot hosting issues

Marketing

1. Write marketing plans for businesses
2. Develop advertising for various business websites
3. Search engine submission, classified ad placement, online groups marketing where appropriate.

Career Development

1. Assess clients for barriers & brainstorm ways to overcome them
2. Draft & edit resumes, cover letters & other business correspondence
3. Confer with clients to determine what program will be most helpful
4. Conduct job-matching to find good fit between clients & hiring companies
5. Direct clients to appropriate resources & assists clients in their use of outside assistance

Additional Skills

1. Trouble shoot pattern drafting problems
2. Draft patterns, computer trouble shooting

Linked In

- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
 - Communicates effectively with both technical & non-technical users
 - Adjust workflow to complete critical tasks in a timely manner
 - Develop specific process for processing archival & offsite storage of files
 - Policy & procedure development
 - Maintain records of files & version controls
 - Write technically detailed, illustrated instructions for processes
 - Master Certified Office 2003, SharePoint (site owner)
 - Visio, Star UML, Project,
 - Organizing training sessions; materials gathering, staff/location coordination, equipment setup
 - Train additional staff on various processes & assign tasks overseeing accuracy
-

- Manage small business including product development, class development, web design & maintenance, marketing & budget
 - Write technically detailed, illustrated instructions for processes & doll patterns
 - Distance Education Teacher for pattern drafting classes
 - Research & write business, marketing, & merchandising plans
 - Project management including task management, goals, timelines and GANTT Charts
 - Set project goals, determine risks, prepare contingency plan, & time line for achievement
 - Collect & analyze data on customers to identify potential markets
 - Web site design & maintenance of hand coded websites
 - Install & maintain WordPress sites
 - Proficient in white hat SEO techniques
 - Track keywords, visitors & other analytical data for each site
 - Troubleshoot hosting issues
-

- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Develop class curriculum

- Teach computer classes to adults
- Teach goal setting workshops

- Develop basic computer classes or work one on one with students to develop skills
- Answer student questions about various software applications
- Aid students in preparation for the Microsoft Office Specialist exams
- Assess clients for barriers & brainstorm ways to overcome them
- Draft & edit resumes, cover letters & other business correspondence
- Confer with clients to determine what program will be most helpful
- Conduct job-matching to find good fit between clients & hiring companies
- Direct clients to appropriate resources & assists clients in their use of outside assistance

Duties new page

1. Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
2. Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
3. Provide team with weekly charts showing application processing status
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
6. Team Lead for up to 3 volunteers; training & assigning tasks, checking work as needed
7. Screen Certification Packets, checking for completeness & updating databases as required
8. Manage multiple group e-mail boxes; directing messages or resolving issues as needed
9. Write & post various articles or pages on multiple sites
10. Manage & update up to 16 sites & blogs
11. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
12. Responsible for the CPR & First Aid training waivers processing
13. Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
14. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

ACHIEVEMENTS new page

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.
3. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
4. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
5. Cut Management Information Systems input time by 50%
6. Develop over 100 miniature & small doll patterns

By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SHAREPOINT

PROJECTS new page

Dolls In Miniature

Smocked Dress

International Doll

Kitty

Bo Peep

Dolls, Bears &

Anywears

ARCHIVES

procedure

development

Habilitation Homes project from Idea to
implementation SharePoint Website Plan

Development & Implementation

EDUCATION & TRAINING

Bachelors– Alpha Beta Kappa

Business Management Practice

Business Management & Information Technology

Associates

Business Management Practice

Business Management & Information Technology

Certificate

Office

Applic

ations

April

2006

to

April

2009

Charter College Anchorage, AK

Relevant Classes

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design

May 2003 to present

GNC Web Creations Universal City, TX

Business Marketing

August-December 2005

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

September 1995 to May 1997

Solano Community College Suisun, CA

Certifications

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

Training

State of Alaska

Advanced SharePoint for Site Owners & Power Users

June 2013 Introduction to Share Point with Lab April 2011

HIPAA Security 201 Training

March 2011 Introduction to

Supervisor Training March

2011

Basic Care Coordination Training for Quality Assurance

March 2010 Introduction to Office 2007 May 2009

Organizations, Memberships & Workshops

Balancing Life & Work with

John Parker Anchorage, AK -

August 2007

Novel Install

Fest IT Expo

Anchorage, AK -

October 2006

AmeriCorps Conference National Association for
Community Volunteerism Anchorage, AK - April 2006 &
2007

Professional Memberships

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

Other

PDF documents

**Screen shots of
projects | Scans of
magazine articles**

EXPERIENCE Current

Do I want achievements here? Or just a list of positions with dates and places?

State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit

Office Assistant II May 2008 to Present

Professional Achievements

7. Convert New Provider Certification Application to fill in PDF for public use
8. Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
9. Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

Nine Star Education & Employment Anchorage, Alaska

*Career Development Center Mentor/ Computer Instructor – AmeriCorps Member
April 2006 to April 2008*

Professional Achievements

10. Reduce Management's information systems data entry 50%
11. Statistic tracking & reporting for internal use & grants

Sue's Tiny Costumes 1996 to present

Web Based

Professional Achievements

12. Published author of 2 books and 6 articles in various magazines
13. Product development
14. Website design, development, & marketing
15. Curriculum development for online classes

Additional Work

Books, Music & More 2008 to present

Web Based

Professional Achievements

16. Article Writing, content development & information management
17. Topic research
18. Site marketing and social media management

Alaska Office Specialists 2008 to Present

Web Based

Professional Achievements

19. Article Writing, content development & information management
20. Topic research
21. Site marketing and social media management

Coffee Institute

House of Fabrics

Camp Rotary

Computer Tutor

Hamilton Stores

Steamboat Ski Corp

Wal-Mart

Michael's

Marine World

Volunteer Work

22. PRIDE Program Rasmussen - Grant Writer 2008
23. Chugiak Children's Services Head Start - Classroom Aide 2004
24. www.integrity-designs.com - Web site Marketer 2003
25. www.minidolllist.com - Graphic Designer for 2003
26. Shirley's Creative Designs - Production Assistant July 1992 to 2002

SKILLS Current

Business Management

Link to post regarding skill set with further details as if describing for job interview

27. Manage small business including product development, class development, web design & maintenance, marketing & budget
28. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary

29. Team Lead for up to 3 volunteers
30. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
31. Collect & analyze data on customers to identify potential markets
32. Research & write business, marketing, & merchandising plans
33. Set project goals, determine risks, prepare contingency plan, & time line for achievement
34. Project management including task management, goals, timelines and GANTT Charts

Marketing

35. Search engine submission, classified ad placement, online groups marketing where appropriate.
36. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
37. Develop advertising for various business websites
38. Write marketing plans for businesses

Web Site Development

39. Web site design & maintenance
40. Install & maintain Wordpress sites
41. Troubleshoot hosting issues
42. Write & post various articles or pages on multiple sites
43. Manage & update up to 16 sites & blogs
44. Track keywords, visitors & other analytical data for each site
45. Proficient in white hat SEO techniques

Computers

46. Communicates effectively with both technical & non-technical users
47. Software & hardware user support
48. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
49. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
50. Create templates to generate reports
51. Input client data & statistics into database
52. Develop Statistics report for use in grants
53. Develop training materials for various processes, present to co-workers & management
54. Design charts & graphs for Department, State & Federal reports
55. Provide team with weekly charts showing application processing status

56. Design, develop & maintain multiple websites & blogs
57. Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

58. HTML, CSS, WordPress
59. Javascript, Visual basic, BASIC A, Perl
60. Corel Draw, Inscape, Gimp, Paint Shop Pro
61. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
62. Visio, Star UML, Dia,
63. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
64. HTML, CSS, Visual Basic, JavaScript, Perl
65. Chrome, Firefox, Opera, Internet Explorer
66. File Maker Pro, Citrix, Dreamweaver

Administrative

67. Cut Management Information Systems input time by 50%
68. Brainstorm ways to streamline the administrative processes
69. Answer phones & questions from the public
70. Process all incoming mail & any special handling for outgoing mail
71. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
72. Screen Certification Packets, checking for completeness & updating databases as required
73. Responsible for the CPR & First Aid training waivers processing
74. Monitor compliance with the new requirements for training
75. Backup for receptionist; dealing with callers in crisis or seeking information
76. Provide technical assistance within scope of Quality Assurance, Provider Certification
77. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
78. Develop specific process for processing archival & offsite storage of files
79. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
80. Adjust workflow to complete critical tasks in a timely manner
81. Procurement of supplies for equipment & team

Career Development

82. Confer with clients to determine what program will be most helpful

83. Assess clients for barriers & brainstorm ways to overcome them
84. Draft & edit resumes, cover letters & other business correspondence
85. Conduct job-matching to find good fit between clients & hiring companies
86. Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

87. Assist with craft projects in a school & camp setting
88. Develop classes & teach as a Camp Counselor for elementary & Jr High students
89. Design display cards for St Louis Miniatures Museum display September 2003.
90. Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

91. Graphic art
92. Studio style photography
 - Seamstress
93. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
94. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
95. Develop over 100 miniature & small doll patterns
96. Proofread for grammar, style, content & spelling
97. Grant writing based on data, knowledge & interviews with SMEs
98. Follow guidelines for APA term papers
99. Maintain records of files & version controls
100. Policy & procedure development

Teaching

101. Provide additional adult supervision & support to 20+ student pre-school classroom
102. Trouble shoot pattern drafting problems
103. Draft patterns, computer trouble shooting
104. Develop class curriculum
105. Teach computer classes to adults
106. Answer student questions about various software applications
107. Aid students in preparation for the Microsoft Office Specialist exams
108. Distance Education Teacher for pattern drafting classes
109. Yard duty including maintaining observation of rules by youngsters

110. Teach goal setting workshops
111. Develop basic computer classes or work one on one with students to develop skills

Support staff for Provider Quality Assurance & Compliance

Reports for Centers for Medicaid & Medicare Services, State Commissioner, Department of Health & Social Services, and Provider Certification Quality Assurance Unit

Brainstorm process improvements, make suggestions, implement approved plans, & write technical documents for process revising as necessary.

UML diagrams of process to show flow of steps and order is correct

Team Lead for up to three volunteers

Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes, & designing of new application, forms

Set project goals, determine risks, prepare contingency plan, & time line for achievement

Project management including task management, goals, timelines, and GANTT Charts

Brainstorm ways to streamline the administrative processes

Process all incoming mail & any special handling for outgoing mail

Organizing training sessions; materials gathering, staff/location coordination, equipment setup

Screen Certification Packets, checking for completeness & updating databases as required

Compare data from Access Database and update main database in multiple locations

Responsible for the CPR & First Aid training waivers processing and tracking

Monitor compliance with the new requirements for training

Backup for receptionist; dealing with callers in crisis or seeking information

Provide technical assistance to providers within scope of Quality Assurance, Provider Certification

Develop specific process for processing archival & offsite storage of files

Ability to understand, analyzes, apply, & explain complex program statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner

Procurement of supplies for equipment & team

Manage small business including product development, class development, web design & maintenance, marketing & budget

Develop over 100 miniature & small doll patterns, including diagrams and technical detailed instructions Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls

Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature

Search engine submission, classified ad placement, online groups marketing where appropriate.

Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums

Develop advertising for various business websites Write marketing plans for businesses

Web site design & maintenance

Install & maintain

WordPress sites

Troubleshoot

hosting issues

Write & post various articles or pages

on multiple sites Manage & update up

to 16 sites & blogs

Track keywords, visitors & other analytical data

for each site Proficient in white hat SEO

techniques

Design display cards for St Louis Miniatures Museum display

September 2003. Design Library Cards for the Miniature Doll

University.

Graphic art

Studio style

photography

Seamstress

Proofread for grammar, style, content &

spelling Computer Skills:

Dreamweaver, HTML, CSS, WordPress

Javascript, Visual basic, BASIC A, Perl,

HTML, CSS, Corel Draw, Inscape,

Gimp, Paint Shop Pro

MS Office 95-2010, MS Project, Master Certified Office 2003;

Open Office Visio, Star UML, Dia,

Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse,

Ubuntu; Android Chrome, Firefox, Opera, Internet Explorer

Streamlined Management Information Systems input, reduced time

consumption by 50% Savvy with planning & marketing ideas for businesses

Skilled in the use of Microsoft Office2003, Project 2003, Dreamweaver, Linux SUSE &

UBUNTU Excellent planning, research, and technical writing skills

Develop class curriculum according to general guidelines

Ability to communicate with both technical and non-technical users

Collaborate with coworkers & supervisors concerning ways to streamline

administration Create templates used for generating reports & statistics

Answer phones & address questions from the public

Input confidential client information into File Maker

Pro via Citrix Assess clients for barriers &

brainstorm ways to overcome them Draft & edit

resumes, cover letters & other business

correspondence

Direct clients to appropriate resources & assist clients in their use of

outside assistance Conduct job-matching to find good fit between

clients & hiring companies

Technical

- Reduce Management's data entry workload by 50%
- Streamline administrative processes, database improvements
- Effectively explain ideas & information to both technical & managerial users
- Project management including; task management, goals, budgets, timelines & GANTT Charts

- Design & implementation of the Habilitation Homes project to connect licensed homes with recipients & certified agencies

Cell: 907-764-3054
Home: 907-562-5612

SueDarby, MOS

E-mail: sue@sue-a-darby.com

3311 Max Cir #2
Anchorage, AK 99507

**Greatest
Strengths
and Abilities**

- Streamlined Management Information Systems input, reduced time consumption by 50%
- Proficient in the use of various resources to research topics pertinent to business or employment
- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
- Develop curricula, and plan course content and methods of instruction
- Create templates used for generating reports and statistics

Business Owner

Skill Sets

- Research and write business, marketing and merchandising plans
- Set project goals, determine risks, prepare contingency plan and timeline for achievement
- Collect and analyze data on customer needs, and buying habits to identify potential markets
- Keep up with developments in area of expertise by reading current books & articles
- Design, develop, and market products and services

Business Marketing

- Measure the effectiveness of marketing, advertising, and communications programs and strategies
- Gather data on competitors and analyze their prices, sales, and method of marketing and distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Develop web site maps, & page templates that meet project goals

Training Specialist

- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Present lectures and conduct discussions to increase knowledge and competence
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various computer software packages
- Observe work to determine progress, provide feedback, & make suggestions for improvement

Career Development

- Input confidential client information into File Maker Pro via Citrix
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Interview applicants to obtain information on work history, training, education, and job skills
- Assist clients in registration for & use of the ALEXSYS system for the Department of Labor

RELEVANT WORK/VOLUNTEER HISTORY

Employment Mentor/ Computer Instructor	Nine Star Education & Employment Services	Anchorage, AK
Business Owner	Sue's Tiny Costumes	Anchorage, AK
Marketer	Integrity Designs	Wasilla, AK
Graphic Designer	Miniature Doll List	National
Events Coordinator	Michael's Arts & Crafts	Portland, OR

Education, Certifications, Professional Organizations & Awards

B.S. Business Management / Office Applications (double concentration - seeking)	Charter College	Anchorage, AK
Dean's List-Current	Charter College	Anchorage, AK
Microsoft Office Specialist	Certipoint	Anchorage, AK
Association of Information Technology Professionals	Charter College	Anchorage, AK
Website Development & Design	GNC Web Creations	Water Valley, MS
First Aid/CPR	American Red Cross	Anchorage, AK
Certificate – Fashion Design	Solano Community College	Suisun, CA
Alpha Gamma Sigma Honors Society <small>(Lifetime Member)</small>	Solano College	Suisun, CA
Fashion Design	Brooks College Fashion Design	Long Beach, CA

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SueDarby

E-mail sue.a.darby@gmail.com

3311 Max Cir #3
Anchorage, AK 99507

Objective: To obtain a position assisting individuals with **Small Business Development**

Greatest Strengths and Abilities

- Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
- Proficient in the use of various resources to research topics pertinent to business or employment
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Savvy with planning & marketing ideas for businesses
- Establish positive & consistent customer relations
- Create templates used for generating reports & statistics
- Develop curricula, & plan course content & methods of instruction
- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

Skill Sets

Business Owner

- Research & write business, marketing & merchandising plans
- Keep up with developments in area of expertise by reading current books & articles
- Set project goals, determine risks, prepare contingency plan & timeline for achievement
- Collect & analyze data on customer needs, & buying habits to identify potential markets
- Seek & provide information to help companies determine their position in the marketplace
- Attend staff conferences to provide management with information & proposals
- Review financial statements, sales & activity reports
- Measure & assess customer satisfaction

Business Marketing

- Design, develop, & market products and services
- Measure the effectiveness of marketing, advertising, & communications programs & strategies
- Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Monitor industry statistics & follow trends in trade literature or online
- Develop web site maps, & page templates that meet project goals

Training Specialist

- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Present lectures & conduct discussions to increase knowledge & competence
- Develop & deliver distance education curriculum to special needs students
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various computer software packages
- Monitor, evaluate, & record training activities & program effectiveness
- Offer specific training programs to help workers maintain or improve job skills
- Attend meetings & seminars to obtain information for use in training programs
- Observe work to determine progress, provide feedback, & make suggestions for improvement

Cell: 907-764-3054
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SueDarby

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3311 Max Cir #3
Anchorage, AK 99507

Objective: To obtain a position assisting individuals with **Small Business**

Development Career Development

- Interview applicants to obtain information on work history, training, education, & job skills
- Conduct job-matching to find good fit between clients & hiring companies
- Assess clients for barriers & brainstorm ways to overcome them
- Input confidential client information into File Maker Pro via Citrix
- Draft & edit resumes, cover letters & other business correspondence
- Establish & maintain relationships with businesses to stay abreast of hiring needs
- Direct clients to appropriate resources & assist clients in their use of outside assistance

RELEVANT WORK/VOLUNTEER HISTORY

Employment Mentor	Nine Star Education & Employment Services	Anchorage, AK
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Website Development & Design	GNC Web Creations	Water Valley, MS
MS Office 2002 Certificates	National Computer Science Academy	Dallas, TX
First Aid/CPR	American Red Cross	Anchorage, AK
Business Marketing	University Alaska Southeast	Juneau, AK
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Skill Sets

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- Review financial statements, sales & activity reports
- Measure & assess customer satisfaction

Business Marketing

- Design, develop, & market products and services
- Measure the effectiveness of marketing, advertising, & communications programs & strategies
- Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
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- Draft & edit resumes, cover letters & other business correspondence
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- Direct clients to appropriate resources & assist clients in their use of outside assistance

RELEVANT WORK/VOLUNTEER HISTORY

Employment Mentor	Nine Star Education & Employment Services	Anchorage, AK
Computer Instructor	Nine Star Education & Employment Services	Anchorage, AK
Business Owner	Sue's Tiny Costumes	Anchorage, AK
Marketer	Integrity Designs	Wasilla, AK
Graphic Designer	Miniature Doll List	National
Operations Assistant	Shirley's Creative Designs	South Lake Tahoe, CA
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Education, Certifications, Professional Organizations & Awards

B.S. Business Management / Office	Charter College	Anchorage, AK
Applications (double concentration - seeking)		
Dean's List-Current	Charter College	Anchorage, AK
Microsoft Office Specialist Word 2003	Certipoint	Anchorage, AK
Association of Information Technology Professionals	Charter College	Anchorage, AK
Website Development & Design	GNC Web Creations	Water Valley, MS
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First Aid/CPR	American Red Cross	Anchorage, AK
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Certificate – Fashion Design	Solano Community College	Suisun, CA
Alpha Gamma Sigma Honors Society (Lifetime Member)	Solano Community College	Suisun, CA
Fashion Design	Brooks College Fashion Design	Long Beach, CA

Cell: 907-764-3054

Home: 907-562-5612

SueDarby

E-mail sue.a.darby@gmail.com

3311 Max Cir #3
Anchorage, AK 99507

Objective To obtain a position assisting individuals with **Small Business Development**

Greatest
Strengths and
Abilities

- Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
- Proficient in the use of various resources to research topics pertinent to business or employment
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Savvy with planning and marketing ideas for businesses
- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
- Establish positive and consistent customer relations
- Develop curricula, and plan course content and methods of instruction
- Create templates used for generating reports and statistics

Business Owner

Skill Sets

- Research and write business, marketing and merchandising plans
- Set project goals, determine risks, prepare contingency plan and timeline for achievement
- Review financial statements, sales and activity reports
- Attend staff conferences to provide management with information and proposals
- Collect and analyze data on customer needs, and buying habits to identify potential markets
- Seek and provide information to help companies determine their position in the marketplace
- Keep up with developments in area of expertise by reading current books & articles
- Design, develop, and market products and services
- Measure and assess customer satisfaction

Business Marketing

- Design, develop, & market products & services
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- Develop web site maps, & page templates that meet project goals

Training Specialist

- Develop and deliver distance education curriculum to special needs students
- Present lectures and conduct discussions to increase knowledge and competence
- Aid students in preparation for the Microsoft Office Specialist exams
- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Offer specific training programs to help workers maintain or improve job skills
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907-562-5612

Sue Darby

907-764-3054

Employment History

April 2006 to Present

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Sue Darby, an AmeriCorps Member, works in the Career Development Center of Nine Star Education and Employment Services. Sue brings to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers. As an independent instructor in distance education pattern drafting for two years, Ms. Darby developed innovative techniques for teaching students overcoming significant barriers. Sue applies these skills as she assists clients in their efforts to rejoin the workforce in the Anchorage area. Ms. Darby is currently working towards her Bachelor's in Business Management & Information Technology at Charter College.

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- ❑ Answer phones & questions from the public

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- ❑ Teach computer classes
- ❑ Aid students in preparation for the MOS exams
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Career Development Mentor

- ❑ Teaches goal setting workshops
- ❑ Confers with clients to determine what program will be most helpful
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Sue Darby

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July 1998- November 1999

Michael's Arts & Crafts Events Coordinator/Stock/Cashier

Responsible for scheduling and teaching classes and demos of various crafts with or without prior knowledge of the craft. Taught weekly Kids Club and Kids Craft Summer Camp. Stocked various craft supplies, display work. Balanced cash drawer daily. Handled multiple tasks smoothly including high quality customer service in person and on multi-line phones.

March-June1997

New Marine World Theme Park Cashier/ Stock Person

Outback Gift Shop. Responsible for stocking shelves, cashiering, and facing merchandise in a small, Australian-theme gift shop.

November 1997- January 1998

Steamboat Ski & Resort Steamboat Springs, CO

Cashier (Seasonal)

November 1997-January

1998 Wal-Mart Steamboat Springs, CO

Cashier (Seasonal)

June- October 1997

Hamilton's Stores Inc. Yellowstone National Park, WY

Cashier (Seasonal) Fishing & Camping sales

September 1995-May 1995

Solano College Tutoring

Volunteer Work

2003

Owner of Sue's Office Support

Business was locally based in Mat-Su Valley Alaska. Offered graphic arts, document typing, database management, hardcopy marketing materials & static websites.

2004

CCS Headstart Classroom Aide. Volunteer

2003

Web site Marketer for www.integrity-designs.com

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

Graphic Designer for www.minidolllist.com

Designed display cards for St Louis Miniatures Museum display September 2003. Designed Library Cards for the Miniature Doll University. Volunteer

**3311 Max Cir #2, Anchorage, AK
99507**

907-562-5612

Sue Darby

907-764-3054

One semester organizational & general subjects tutor. Fashion Design Department Computer Tutor, Merchandising Class Computers Tutor

October 1994 – May 1995

Yearbook, Brooks College, Yearbook Staff

Create computerized forms and paste up photographs.

July 1992-2002

Shirley's Creative Designs

Production sewing, data entry, graphic art, studio style photography, web site design & maintenance (not current version), trouble shoot pattern drafting problems, draft patterns, computer trouble shooting, long distance morale support. Family business from childhood. Balanced assigned duties as a teen with homework & extra curricular activities along with assigned household chores.

Moved out of state too far to help on a full time basis. Volunteer

July 1994- August 1994

Camp Rotary, Boxford, MA. Arts & Crafts Counselor

Taught classes in all aspects of arts & crafts working with children ages 7 - 15. Traveled solo across country by train.

July 1992-September 1992

House of Fabrics, Fairfield, CA. Sales Associate

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Education

April 2006 to Present

B.S. Business Management / Office Applications

Charter College Anchorage, AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

August-December

2005 Business

Marketing

University Alaska Southeast Juneau, AK

August 1995-May 1997

Certificate – Fashion Design

Solano Community College Suisun, CA

September 1994-May

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Brooks College Fashion Design Long Beach, CA

Education/Awards

June 2006 to present

Dean's List

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May 1997

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Certifications

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Professional Organizations & Seminar-Workshops

Balancing Life & Work John Parker Anchorage, AK August 2007

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Anchorage, AK April 2006 & 2007

Professional Qualifications

Computer Skills

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Web site design & development

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Sue Darby, an AmeriCorps Member, works in the Career Development Center of Nine Star Education and Employment Services. Sue brings to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers. As an independent instructor in distance education pattern drafting for two years, Ms. Darby developed innovative techniques for teaching students overcoming significant barriers. Sue applies these skills as she assists clients in their efforts to rejoin the workforce in the Anchorage area. Ms. Darby is currently working towards her Bachelor's in Business Management & Information Technology at Charter College.

Administrative

- ❑ Cut Management Information Systems input time by 50%
- ❑ Create templates used for generating reports
- ❑ Input clients into File Maker Pro via Citrix
- ❑ Brainstorm ways to streamline the administrative processes
- ❑ Answer phones & questions from the public

Computer Instruction

- ❑ Develop class curriculum
- ❑ Teach computer classes
- ❑ Aid students in preparation for the MOS exams
- ❑ Answer student questions about various software

Career Development Mentor

- ❑ Teaches goal setting workshops
- ❑ Confers with clients to determine what program will be most helpful
- ❑ Assesses clients for barriers and brainstorm ways to overcome them
- ❑ Drafts and edits resumes, cover letters and other business correspondence
- ❑ Directs clients to appropriate resources and assists clients in their use of outside assistance
- ❑ Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- ❑ Conducts job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of www.suestinycostumes.com

Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls . Developer of over 100 miniature and small doll patterns, Webmaster of site , online teacher of pattern drafting classes for dolls & miniature dolls , and sole proprietor. Web site is over 500 pages of products and information related to miniature and small dolls.

907-562-5612

Sue Darby

907-764-3054

July 1998- November 1999

Michael's Arts & Crafts Events Coordinator/Stock/Cashier

Responsible for scheduling and teaching classes and demos of various crafts with or without prior knowledge of the craft. Taught weekly Kids Club and Kids Craft Summer Camp. Stocked various craft supplies, display work. Balanced cash drawer daily. Handled multiple tasks smoothly including high quality customer service in person and on multi-line phones.

March-June1997

New Marine World Theme Park Cashier/ Stock Person

Outback Gift Shop. Responsible for stocking shelves, cashiering, and facing merchandise in a small, Australian-theme gift shop.

November 1997- January 1998

Steamboat Ski & Resort Steamboat Springs, CO

Cashier (Seasonal)

November 1997-January

1998 Wal-Mart Steamboat

Springs, CO

Cashier (Seasonal)

June- October 1997

Hamilton's Stores Inc. Yellowstone National Park, WY

Cashier (Seasonal) Fishing & Camping sales

September 1995-May 1995

Solano College Tutoring

Volunteer Work

2003

Owner of Sue's Office Support

Business was locally based in Mat-Su Valley Alaska. Offered graphic arts, document typing, database management, hardcopy marketing materials & static websites.

2004

CCS Headstart Classroom Aide. Volunteer

2003

Web site Marketer for www.integrity-designs.com

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

Graphic Designer for www.minidolllist.com

Designed display cards for St Louis Miniatures Museum display September 2003. Designed Library Cards for the Miniature Doll University. Volunteer

**3311 Max Cir #2, Anchorage, AK
99507**

907-562-5612

Sue Darby

907-764-3054

One semester organizational & general subjects tutor. Fashion Design Department Computer Tutor, Merchandising Class Computers Tutor

October 1994 – May 1995

Yearbook, Brooks College, Yearbook Staff

Create computerized forms and paste up photographs.

July 1992-2002

Shirley's Creative Designs

Production sewing, data entry, graphic art, studio style photography, web site design & maintenance (not current version), trouble shoot pattern drafting problems, draft patterns, computer trouble shooting, long distance morale support. Family business from childhood. Balanced assigned duties as a teen with homework & extra curricular activities along with assigned household chores.

Moved out of state too far to help on a full time basis. Volunteer

July 1994- August 1994

Camp Rotary, Boxford, MA. Arts & Crafts Counselor

Taught classes in all aspects of arts & crafts working with children ages 7 - 15. Traveled solo across country by train.

July 1992-September 1992

House of Fabrics, Fairfield, CA. Sales Associate

Cut fabric & trim, assisted customers in choices of fabrics cleaned up the store and restocked patterns.

Education

April 2006 to Present

B.S. Business Management / Office Applications

Charter College Anchorage, AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

August-December

2005 Business

Marketing

University Alaska Southeast Juneau, AK

August 1995-May 1997

Certificate – Fashion Design

Solano Community College Suisun, CA

September 1994-May

1995 Fashion Design

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907-562-5612

Sue Darby

907-764-3054

Brooks College Fashion Design Long Beach, CA

Education/Awards

June 2006 to present

Dean's List

Charter College Anchorage, AK

May 1997

Alpha Gamma Sigma Honors Society (Lifetime Member)

Solano Community College Suisun, CA

June 1994 Scholarship Scarlet Brigade Marching Band

Certifications

Microsoft Office Specialist/Expert Word March 2007/October

2007 **Microsoft Office Specialist Power Point** September 2007

Microsoft Office Specialist Access November 2007

Microsoft Office Specialist Excel September 2007

Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006

Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006

National Computer Science Academy

Dallas, TX

First Aid/CPR April 2007

American Red Cross Anchorage, AK

Professional Organizations & Seminar-Workshops

Balancing Life & Work John Parker Anchorage, AK August 2007

Novel Install Fest IT Expo Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community
Volunteerism**

Anchorage, AK April 2006 & 2007

Professional Qualifications

Computer Skills

Microsoft Office, Windows, VB .NET

Corel Graphics Suite

Internet Explorer, Fire

Fox Dream Weaver

Web site design & development

Internet marketing, HTML, CSS, JavaScript, Search engine optimization

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907-562-5612

Sue Darby

907-764-3054

Awards

Member of Alpha Gamma Sigma Honors Society
3rd place Sewing Division Anaheim Doll Show
1995. San Mateo, Dixon and Solano County Fairs.
Fair awards numerous 1st - 3rd place prizes
Best of Show - Junior Home Arts,
Best Male, Clean Pen, First & Second Place, Poultry.

Publications

International Doll Magazine, Pattern Consultant 6 published
patterns Dolls In Miniature- article
Doll Castle News- article

Books

Pattern Making for Dolls
Pattern Drafting for Miniatures
100 patterns for dolls $\frac{1}{2}$ "-18"
tall

Professional Memberships

AITP Charter College Anchorage, AK October 2006
Solano Community College Fashion Club Member- Computer
Specialist Solano Community College Member of Jazz Ensemble,
Fairfield High School Scarlet Brigade Marching Band,
Future Farmers of America - Fairfield High School
Chapter,

Interests

Dolls, computers, gardening, sewing, crafts, business, reading fiction & non-fiction

3311 Max Cir #2, Anchorage, AK 99507

907-775-3315
suestinycostumes@gmail.com

Sue Darby

3311 Max Cir #3
Anchorage, AK 99508

Objective	Position working with computers and people while training in Business Management and IT.
------------------	--

Skills	▪ Windows 3.1-2000	▪ Office 95-2002	▪ Various Browsers
	▪ Organized	▪ Self Starter	▪ Efficient

Experience	1999-Present Wasilla, AK	Sue's Tiny Costumes
Small Business Owner <ul style="list-style-type: none">▪ Developer of over 100 miniature and small doll patterns▪ Webmaster of 300 page site▪ Author of 2 self-published books, <i>Pattern Drafting for Miniatures & Pattern Making for Dolls/</i> teach classes		

1998-1999	Michael's Arts & Crafts Portland, OR
Events Coordinator/Stock/Cashier <ul style="list-style-type: none">▪ Balanced cash drawer daily/Stocked various craft supplies, display work.▪ scheduling and teaching classes and demos of various crafts▪ Handled multiple tasks smoothly -high quality customer service in person & on multi-line phones.	

Volunteer MN	2004-Present	International Doll Magazine	Kasson,
Pattern Consultant <ul style="list-style-type: none">▪ Develop patterns for inclusion in print magazine content via internet			

2004-2005	CCS Headstart Wasilla, AK
Classroom Aide <ul style="list-style-type: none">▪ Volunteer in classroom to work with children or by refilling supplies	

2003-2004	Mini Doll List Wasilla, AK
Graphic Designer <ul style="list-style-type: none">▪ Created display cards for St. Louis Miniatures Museum display	

Education	Current Anchorage, AK	Charter College
B.A., Business Management & Technology		
2005	University of Alaska Southeast	Juneau, AK
Business Marketing <ul style="list-style-type: none">▪ Transferred		
1995-1997	Solano Community College	Fairfield, CA
Fashion Design Certificate <ul style="list-style-type: none">▪ Member of Alpha Gamma Sigma Honors Society.		
2003-Present	Search Engine Optimization	

Online

- Website Development & Marketing Class
- HTML, CSS, JavaScript, Content, Marketing for online businesses

Interests Sewing, dolls, pattern drafting, web site design & development, photography, graphic design & layout. Reading, research, crafts, cooking & parenting. Computers.

Awards

- 1st place Alaska State Fair 2005 "*Little Bo Peep & Her Sheep*" Doll Costume
- Alpha Gamma Sigma Honors Society 1997
- Dollhouse Guild Award Winning Web site 2003

- Dean's List 1995-1997
- Honor Roll Student 1990-1997 Maintained a 3.25 GPA
- 2nd Place Sewing Anaheim Doll Show Oct 1996

www.suestinycostumes.com

907-775-3315
suestinycostumes@gmail.com

Sue Darby

Objective Part time position working with computers and people

3311 Max Cir
Anchorage, AK 99508

Skills	<ul style="list-style-type: none">▪ Windows 3.1-2000▪ Organized	<ul style="list-style-type: none">▪ Office 95-2002▪ Self Starter	<ul style="list-style-type: none">▪ Various Browsers▪ Efficient
Experience	1999-Present Small Business Owner	<u>Sue's Tiny Costumes</u>	Wasilla, AK
	<ul style="list-style-type: none">▪ Developer of over 100 miniature and small doll patterns▪ Webmaster of 300 page site▪ Author of 2 self-published books, <i>Pattern Drafting for Miniatures & Pattern Making for Dolls/</i> teach classes		
	2004 Small Business Owner	<u>Sue's Office Support</u>	Wasilla, AK
	<ul style="list-style-type: none">▪ Offered graphic arts, document typing, database management, hardcopy marketing materials & static websites.▪ Closed		
	1998-1999 Events Coordinator/Stock/Cashier	<u>Michael's Arts & Crafts</u>	Portland, OR
	<ul style="list-style-type: none">▪ Balanced cash drawer daily/Stocked various craft supplies, display work.▪ scheduling and teaching classes and demos of various crafts▪ Handled multiple tasks smoothly -high quality customer service in person & on multi-line phones.		
Volunteer	2003-Present Pattern Consultant	<u>International Doll Magazine</u>	Kasson, MN
	<ul style="list-style-type: none">▪ Develop patterns for inclusion in print magazine content via internet		
	2004-2005 Classroom Aide	<u>CCS Headstart</u>	Wasilla, AK
	<ul style="list-style-type: none">▪ Volunteer in classroom to work with children or by refilling supplies		
	2003-2004 Graphic Designer	<u>Mini Doll List</u>	Wasilla, AK
	<ul style="list-style-type: none">▪ Created display cards for St. Louis Miniatures Museum display		
Education	Current B.A., Business Management & Technology	<u>Charter College</u>	Anchorage, AK
	2005 Business Marketing	<u>University of Alaska Southeast</u>	Juneau, AK
	<ul style="list-style-type: none">▪ Transferred		
	1995-1997 Fashion Design Certificate	<u>Solano Community College</u>	Fairfield, CA
	<ul style="list-style-type: none">▪ Member of Alpha Gamma Sigma Honors Society.		
	2003-Present Search Engine Optimization		Online
	<ul style="list-style-type: none">▪ Website Development & Marketing Class▪ HTML, CSS, JavaScript, Content, Marketing for online businesses		
Interests	Sewing, dolls, pattern drafting, web site design & development, photography, graphic design & layout. Reading, research, crafts, cooking & parenting. Computers.		
Awards	▪ 1st place Alaska State Fair 2005 "Little		

Bo Peep & Her Sheep" Doll Costume

- Alpha Gamma Sigma Honors Society 1997
- Dollhouse Guild Award Winning Web site 2003

- Dean's List 1995-1997
- Honor Roll Student 1990-1997 Maintained a 3.25 GPA
- 2nd Place Sewing Anaheim Doll Show Oct 1996

www.suestinycostumes.com



Master Certified MS Office 2003

Sue Darby
907-334-2639 Work
907-746-5978 Home

Profile

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

MS Office 95-2010 MS Project

MS Visio

MS SharePoint 2007-2010, OneNote

Adobe Pro X & XI

Document Design & Formatting Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements Data Tracking

Report Processes Project Management Task Management Goals

Budgets

Timelines

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users ■ Convert New Provider Certification Application to fill in PDF for public use
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information system's data entry 50% improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites ■ Curriculum development & delivery of online classes

Experience

GANTT Charts Technical Writing Web Master Marketing Business Owner HTML

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

Education & Training

Charter College – Alpha Beta Kappa, Dean's List

Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008

Sept 1996-Present www.suestinycostumes.com

CSS

JavaScript Perl

Visual Basic

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; Certificate in Computerized
Office Associate; Certificate in Computerized Office Specialist**

Microsoft Office Master Certification

2009

Product Design & Development



Word, Excel, Access, PowerPoint	2009
Introduction to SharePoint	2011
SharePoint for Site Owners & Power Users	2013

Sue Darby

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Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

Programming Languages: HTML, CSS, JavaScript, Perl,

VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access,

Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **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

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities

Services, Quality Assurance Admin Clerk II May

2008-Nov 2011 Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

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iastiicosns~~RAesdevaarcnhceMd eWtheobdologies ~ Te Development ~ Visual Basic.NET ~ Business Law ~
Contract Management ~ Human Resources ~ Operations Management ~ Perl
~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
HIPAA Security 201	State of Alaska	2008-2014
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

Sue Darby

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Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

Programming Languages: HTML, CSS, JavaScript, Perl,

VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access,

Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **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

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
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Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities

Services, Quality Assurance Admin Clerk II May

2008-Nov 2011 Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

Ylec Yo Ym~mSutnaitc

iastiicosns~~RAesdevaarcnhceMd eWtheobdologies ~ Te Development ~ Visual Basic.NET ~ Business Law ~
Contract Management ~ Human Resources ~ Operations Management ~ Perl
~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
HIPAA Security 201	State of Alaska	2008-2014
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

Sue Darby

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Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

Programming Languages: HTML, CSS, JavaScript, Perl,

VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access,

Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **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

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
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Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities Services, Quality Assurance

Admin Clerk II May 2008-Nov 2011

Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

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Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations

Management ~ Perl

~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
HIPAA Security 201	State of Alaska	2008-2014
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

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sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

Skills

Technical

- Streamline administrative processes, database improvements, data tracking & report processes
- Effectively explain ideas & information to both technical & managerial users
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Project management including; task management, goals, budgets, timelines & GANTT Charts

Computers, Software & Programming

- Databases: MMIS, DS3, Citrix, Access
- Office Suites: Master Certified MS Office 2003; MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, AdobePro X & XI
- Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
- Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
- Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

- Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
- Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly
- Continuous improvement of processes to reduce time needed for application handling during screening & throughout evaluation
- Evaluate & process all CPR & First Aid Training Waivers including approvals & denials
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Train & delegate tasks to clerical volunteers, contribute input on applicant selection or

termination

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment
Anchorage, Alaska Professional Achievements

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews

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sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

- Research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Work with individuals with disabilities, Public Assistance & Medicaid recipients & former inmates adhering to requirements & regulations for each program
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Sue's Tiny Costumes Business Owner 1996 to present

Web Based

Professional Achievements

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
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Volunteer Work

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- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Marketer 2003
- www.minidolllist.com – Graphic Design 2003

Education

Bachelors of Science– Alpha Beta Kappa

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

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

Technical Writing
Research Methodologies
Contract Management
Marketing
Perl

Project Management
Telecommunications
Human Resources
Advanced Web Development
Visual Basic.NET

Statistics
Business Law
Operations Management
JavaScript

Sue Darby
907-355-3750 Cell
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900 Josh Dr
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Website Development & Design

May 2003 to present

GN! Web Creations

Universal City, TX

Business Marketing

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University Alaska Southeast

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Fashion Design (Certificate)

September 1995 to May 1997

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Certifications

Microsoft Office 2003 Master

March 2009

Nine Star Education & Employment Services

Anchorage, AK

Training

Archiving Basics

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Professional Memberships

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Charter College

October 2006-2009

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Skills

Technical

- Streamline administrative processes, database improvements, data tracking & report processes
- Effectively explain ideas & information to both technical & managerial users
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Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

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Profile

Sue Darby is an excellent resource for bridging the gap between managers, workers and IT. She explains needs of the managers and workers to the technical staff in a way that gets things done right. She can explain the technical reasons tasks can or cannot be done by a system to the managers in a way that is clear and concise and most of all understandable to those who are not technically inclined.

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Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment
Anchorage, Alaska Professional
Achievements

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Sue's Tiny Costumes Business Owner 1996 to present

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Certificate in Computerized Office Associate

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April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

Technical Writing

Project Management

Statistics

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

Website Development & Design

May 2003 to present	GNC Web Creations	Universal City, TX
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Business Marketing

August-December 2005	University Alaska Southeast	Juneau, AK
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Fashion Design (Certificate)

September 1995 to May 1997	Solano Community College	Suisun, CA
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Certifications

Microsoft Office 2003 Master

March 2009	Nine Star Education & Employment Services	Anchorage, AK
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Training

Archiving Basics

State of Alaska	March 2012
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Introduction to Share Point with Lab

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Organizations, Memberships & Workshops

Balancing Life & Work

John Parker	August 2007
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Novel Install Fest

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Professional Memberships

Association of Information Technology Profes

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Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Skills

Technical

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- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT

- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
 - Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
 - Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
 - Train & delegate tasks to clerical volunteers, contribute input on applicant selection or termination
-

Sue Darby

907-355-3750 Cell
907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment
Anchorage, Alaska Professional
Achievements

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews
- Research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Work with individuals with disabilities, Public Assistance & Medicaid recipients & former inmates adhering to requirements & regulations for each program
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Sue's Tiny Costumes Business Owner 1996 to present

Web Based
Professional Achievements

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- 1st Place 2005 Alaska State Fair for "Little Bo Peep & Her Sheep" published in International Doll Magazine
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes
- Students included developmentally disabled individuals who have successfully started their own business

Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Introduction Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Marketer 2003
- www.minidolllist.com – Graphic Design 2003

Education

Bachelors of Science– Alpha Beta Kappa

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

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

Technical Writing

Project Management

Statistics

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

Website Development & Design

May 2003 to present	GNC Web Creations	Universal City, TX
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Business Marketing

August-December 2005	University Alaska Southeast	Juneau, AK
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Fashion Design (Certificate)

September 1995 to May 1997	Solano Community College	Suisun, CA
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Certifications

Microsoft Office 2003 Master

March 2009	Nine Star Education & Employment Services	Anchorage, AK
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Training

Archiving Basics

State of Alaska	March 2012
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Introduction to Share Point with Lab

State of Alaska	April 2011
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HIPAA Security 201

State of Alaska Senior & Disabilities Services	March 2011
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Introduction to Supervisor Training

State of Alaska	March 2011
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Basic Care Coordination Training for QA

State of Alaska Senior & Disabilities Services	March 2010
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Introduction to Office 2007

State of Alaska	May 2009
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Organizations, Memberships & Workshops

Balancing Life & Work

John Parker	August 2007
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Novel Install Fest

IT Expo	October 2006
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AmeriCorps Conference

National Association for Community Volunteerism	April 2006 & 2007
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Professional Memberships

Association of Information Technology Profes

Charter College	October 2006-2009
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Profile

Sue Darby is an excellent resource for bridging the gap between managers, workers and IT. She explains needs of the managers and workers to the technical staff in a way that gets things done right. She can explain the technical reasons tasks can or cannot be done by a system to the managers in a way that is clear and concise and most of all understandable to those who are not technically inclined.

Skills

Technical

- Streamline administrative processes, database improvements, data tracking & report processes
- Effectively explain ideas & information to both technical & managerial users
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Project management including; task management, goals, budgets, timelines & GANTT Charts

Computers, Software & Programming

- Databases: MMIS, DS3, Citrix, Access
- Office Suites: Master Certified MS Office 2003; MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, AdobePro X & XI
- Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
- Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
- Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

- Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
- Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly
- Continuous improvement of processes to reduce time needed for application handling during screening & throughout evaluation
- Evaluate & process all CPR & First Aid Training Waivers including approvals & denials
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
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Professional Achievements

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Associate of Applied Science Degree in Business Management Practice

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

April 2006 to April 2009

Charter College

Anchorage, AK

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March 2009	Nine Star Education & Employment Services	Anchorage, AK
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Introduction to Share Point with Lab	State of Alaska	April 2011
HIPAA Security 201	State of Alaska Senior & Disabilities Services	March 2011
Introduction to Supervisor Training	State of Alaska	March 2011
Basic Care Coordination Training for QA	State of Alaska Senior & Disabilities Services	March 2010
Introduction to Office 2007	State of Alaska	May 2009

Organizations, Memberships & Workshops

Balancing Life & Work	John Parker	August 2007
Novel Install Fest	IT Expo	October 2006
AmeriCorps Conference	National Association for Community Volunteerism	April 2006 & 2007

Professional Memberships

Association of Information Technology Profes	sionals Charter College	October 2006-2009
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907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Computer Skills

- Certified Master Microsoft Office 2003
- Windows
- Visual Basic .NET
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Dream Weaver
- Web site design & development
- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Employment History

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process for Critical Incident Reports and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
- Compile and verify statistics based off of data collected for Federal reports
- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and developing systems to make workflow more productive
- Archive files according to policy & procedures
- Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, Design tool for interim logging of Critical Incident Reports
- Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
- Compare addresses for provider changes using MMIS & DS3
- Create forms and templates along with databases of completed trainings, waivers and supply ordering.
- Create tracking processes for CPR Waivers, Critical Incident Reports
- Data entry for Critical Incident Reports
- Database and file FA/CPR waivers
- Edit letters, brochures & other correspondence
- Know where various people keep important information when they are out on vacation
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
- Support supervisors with printing or copying of documents needed for meetings.
- Track on hand supplies and order as needed or requested
- Track records requests and scan and burn CDs for Dept of Law or other entities as needed
- Write draft P&P for filing, critical incident reports and tracking processes

Member of Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

*Career Development Center Mentor/ Computer Instructor
Nine Star Education & Employment Alaska*

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients into File Maker Pro via Citrix
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the MOS exams
- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns,
- Webmaster of 100 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

March 2003 to September 2003 Owner of Sue's Office Support

- Graphic arts
- Document typing
- Database management

Volunteer Work

- Hardcopy marketing materials
- Static websites

2004

Chugiak Children's Services Head Start Classroom Aide

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
- Designed Library Cards for the Miniature Doll University.

July 1992 to 2002

Shirley's Creative Designs Volunteer

- Production sewing
- Data entry
- Graphic art
- Studio style photography
- Web site design & maintenance (not current version)
- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting

April 2006 to April 2009

Education
B.S. Business Management & Technology

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

B.S. Business Management Practice
A.S. Business Management Practice Certificate Office
Applications Charter College Anchorage, AK

May 2003 to present
Website Development & Design
GNC Web Creations Water Valley, MS

sue@sue-a-darby.com www.sue-a-darby.com

Alpha Beta Kappa Lifetime Member 2009
Charter College, Anchorage, AK

June 2006 to April 2009 Dean's List
Charter College, Anchorage, AK

Awards

May 1997

Alpha Gamma Sigma Honors Society (Lifetime Member)
Solano Community College, Suisun, CA

Professional Qualifications

Certifications

Microsoft Office Specialist/Expert Excel September 2007/March 2009

Microsoft Office Specialist/Expert Word March 2007/October 2007

Microsoft Office Specialist Power Point September 2007

Microsoft Office Specialist Access November 2007

Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006

Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006

National Computer Science Academy,

Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals 2006-

2009 **Balancing Life & Work** John Parker, Anchorage, AK August

2007 **Novel Install Fest** IT Expo, Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community
Volunteerism**

Anchorage, AK April 2006 & 2007

Web Site & Blog

Development www.sue

stincostumes.com ww

w.books-music-

more.com

www.alaskaos.com (partner with George Davis)

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

www.northern-gamers.com (Partner with George Davis)

sue@sue-a-darby.com www.sue-a-darby.com
www.sera-and-justice-together.com (assist in maintenance with daughter)

3311 Max Cir #2, Anchorage, AK 99507

907-746-5978 Evenings
907-334-2639 Day

Sue Darby

Highlights

sue@sue-a-darby.com www.sue-a-darby.com

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

May 2008 to Present
Office Assistant II

Employment History

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of MASST & DVR Volunteers
- Support staff for Quality Assurance Unit of fifteen professionals
- Analyze systems to make work flow more productive
- Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics report for use in grants
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Answer student questions about various software
- Aid students in preparation for the Microsoft Office Specialist exams

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

1996 to Present***Owner of Sue's Tiny Costumes***

Internet Based

- Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Develop of over 100 miniature and small doll patterns
- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures

V

volunteer Work 2004 Chugiak Children'sServices Head Start -**Classroom Aide****2003 www.integrity-designs.com - Web site****Marketer****2003 www.minidolllist.com - Graphic Designer**E
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April 2006 to April 2009

B.S. Business Management & Technology**B.S. Business Management Practice****A.S. Business Management Practice****Certificate Office Applications**Charter College
Anchorage,
AK

March 2007 to March 2009

Microsoft Office Specialist/Expert Excel 2003**Microsoft Office Specialist/Expert Word 2003****Microsoft Office Specialist Power Point 2003****Microsoft Office Specialist Access 2003**Nine Star Education & Employment Services
Anchorage, AK

May 2003 to present

Website Development & Design

GNC Web Creations

Online Self Study

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Dean's List June 2006 to April 2009	Anchorage, AK
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May 1997 Alpha Gamma Sigma Honors Society	Suisun, CA
Solano Community College	

Microsoft Word 2002 November 2006
Microsoft Power Point 2002 November 2006

Professional Qualifications

Microsoft Access 2002 November 2006 National Computer Science
Academy, Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals

2006-2009

Balancing Life & Work John Parker

Anchorage, AK August 2007

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institute.com](http://www.coffee-institute.com)

(partner with George Davis)

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[Portfolio Blog](#) <http://blog.sue-a-darby.com>

[Sue's Tiny Costumes Blog](http://weblog.suestinycostumes.com) <http://weblog.suestinycostumes.com>

[Sue's Tiny Costumes Tutorials Blog](http://blog.suestinycostumes.com) <http://blog.suestinycostumes.com>

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www.alaskaos.com [www.northern-
gamers.com](http://www.northern-gamers.com) [www.coffee-
institute.com](http://www.coffee-institute.com)

(partner with George Davis)

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[Portfolio Blog](#) <http://blog.sue-a-darby.com>

[Sue's Tiny Costumes Blog](http://weblog.suestinycostumes.com) <http://weblog.suestinycostumes.com>

[Sue's Tiny Costumes Tutorials Blog](http://blog.suestinycostumes.com) <http://blog.suestinycostumes.com>

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- Design charts and graphs for Department, State and Federal reports

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics report for use in grants
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Answer student questions about various software
- Aid students in preparation for the Microsoft Office Specialist exams

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Develop of over 100 miniature and small doll patterns
- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures

V

volunteer Work 2004 Chugiak Children's Services

Head Start -Classroom Aide

2003 www.integrity-designs.com -

Web site Marketer

2003 www.minidolllist.com -

Graphic Designer

2 of 2

Education	
April 2006 to April 2009 B.S. Business Management & Technology B.S. Business Management Practice A.S. Business Management Practice Certificate Office Applications	Charter College Anchorage, AK
March 2007 to March 2009 Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003	Nine Star Education & Employment Services Anchorage, AK
May 2003 to present Website Development & Design GNC Web Creations	Online Self Study

Awards

Alpha Beta Kappa Lifetime Member 2009 Charter College	Anchorage, AK
Dean's List June 2006 to April 2009 Charter College	Anchorage, AK
May 1997 Alpha Gamma Sigma Honors Society Solano Community College	Suisun, CA

Microsoft Word 2002 November 2006
Microsoft Power Point 2002 November 2006

Professional Qualifications

Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX	
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Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
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**Web
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ment**

www.suestinycostumes.com www.books-music-more.com		Owner	
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Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.com		Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com

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I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

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May 2008 to Present

Office Assistant II

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of MASST & DVR Volunteers
- Support staff for Quality Assurance Unit of fifteen professionals
- Analyze systems to make work flow more productive
- Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

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www.alaskaos.com www.northern-gamers.com www.coffee-institute.com		(partner with George Davis)	
Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.com		Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com

907-562-5612 Evenings

907-334-2639 Day

Sue Darby

Highlights

I am Master Certified in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co-workers fit in the process.

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2007/October 2007 Microsoft Office Specialist Power Point

September 2007

Microsoft Office Specialist Access November 2007

Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006

Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX

**Employ
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History**

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process and improve complex process requiring a full day's work for 2 people reduced down to only 5.5 hours for one person
- Compile and verify statistics based off of data collected for Federal reports

907-562-5612 Evenings

907-334-2639 Day

Sue Darby

- Act as software & hardware user tech support; troubleshooting Office 2007, various printers and fax machines
- Analyze the need to develop systems that make work flow more productive
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- Plan & implement the file re-organization projects to combine file groups for coherency and to reduce risk of injury
- Support staff for Quality Assurance Unit of thirteen professionals

Member of the Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – Americorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

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Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

1996 to Present - Owner of www.suestinycostumes.com

907-562-5612 Evenings

907-334-2639 Day

sue@sue-a-darby.com www.sue-a-darby.com

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907-746-5978 Evenings

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May 2008 to Present

Employment History

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State of Alaska, Division of Senior & Disabilities, Quality Assurance

- **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
- **Developing visual training materials** for copiers, fax, file and archiving processes
- **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
- **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
- **Develop tracking process** and improve complex process
- **Compile and verify statistics** based off of data collected for Federal reports
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- Developer of over 100 miniature and small doll patterns
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Volunteer Work

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907-746-5978 Evenings

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907-334-2639 Day

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Anchorage, AK

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907-746-5978 Evenings

Sue Darby

907-334-2639 Day

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AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com	Owner
www.books-music-more.com	
www.alaskaos.com www.northern-gamers.com www.coffee-institute.com	(partner with George Davis)

[Portfolio Blog](#) <http://blog.sue-a-darby.com>

Blogs

Sue's Tiny Costumes Blog <http://weblog.suestinycostumes.com>

[Sue's Tiny Costumes Tutorials](#) [Blog](#) <http://blog.suestinycostumes.com>

Page 3 of 3

907-746-5978 Evenings

Sue Darby

907-334-2639 Day

Highlights

sue@sue-a-darby.com www.sue-a-darby.com

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co-workers fit in the process.

May 2008 to Present

Employment History

Office Assistant I / Administrative Clerk II (Re-classed)

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
- **Developing visual training materials** for copiers, fax, file and archiving processes
- **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
- **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
- **Develop tracking process** and improve complex process
- **Compile and verify statistics** based off of data collected for Federal reports
- **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
- **Analyze the need to develop systems** that make work flow more productive through understanding each worker's role in the process and how to streamline it
- **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
- **Support staff** for Quality Assurance Unit of fifteen professionals
- **Manage centralized e-mail** inbox for Critical Incidents

Member of the Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input client data and statistics into database

- Developed Statistics report for use in grants
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Taught goal setting workshops
- Conferred with clients to determine what program will be most helpful
- Assessed clients for barriers and brainstorm ways to overcome them
- Drafted and edited resumes, cover letters and other business correspondence
- Directed clients to appropriate resources and assists clients in their use of outside assistance
- Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducted job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns
- Webmaster of 35 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

Volunteer Work

2004 Chugiak Children's Services Head Start -Classroom Aide

2003 www.integrity-designs.com - Web site Marketer

2003 www.minidolllist.com - Graphic Designer

Educati on

April 2006 to April 2009

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business Management Practice Certificate Office Applications

Charter College Anchorage, AK

Page 2 of 3

Microsoft Office Specialist/Expert Excel 09/2007 & 03/2009
Microsoft Office Specialist/Expert Word 03/2007 & 10/2007
Microsoft Office Specialist Power Point 09/2007
Microsoft Office Specialist Access 11/2007

Nine Star Education &
Employment Services
Anchorage, AK

May 2003 to present
Website Development & Design
GNC Web Creations

Online Self Study

Awards

Alpha Beta Kappa Lifetime Member 2009
Charter College

Anchorage, AK

Dean's List June 2006 to April 2009
Charter College

Anchorage, AK

May 1997 Alpha Gamma Sigma Honors Society
Solano Community College

Suisun, CA

Professional Qualifications

Microsoft Word 2002 November 2006
Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
Novel Install Fest IT Expo	Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

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Sue's Tiny Costumes Blog <http://weblog.suestinycostumes.com>

[Sue's Tiny Costumes Tutorials](#) [Blog](#) <http://blog.suestinycostumes.com>

Page 3 of 3

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

sue@sue-a-darby.com www.sue-a-darby.com

Computer Skills

- Certified Master Microsoft Office
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Dream Weaver
- Web site design & development

- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Employment History

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
- Compile and verify statistics based off of data collected for Federal reports
- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and developing systems to make workflow more productive
- Create forms and templates along with databases of completed trainings, waivers and supply ordering.
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Support staff for Quality Assurance Unit of twelve professionals
- Track on hand supplies and order as needed or requested
- Write draft Policy & Procedures

Member of Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – Americorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients data and statistics into database
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns,
- Webmaster of 100 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

2004

Chugiak Children's Services Head Start Classroom Aide

Volunteer Work

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
- Designed Library Cards for the Miniature Doll University.

April 2006 to April 2009

Education

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business

Management Practice

Certificate Office

Applications Charter

College Anchorage,

AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Awards

sue@sue-a-darby.com www.sue-a-darby.com

**Alpha Beta
Kappa
Lifetime
Member
2009**
Charter College, Anchorage, AK

**June 2006 to
April 2009
Dean's List**
Charter College, Anchorage, AK

**May 1997
Alpha Gamma Sigma Honors Society (Lifetime Member)**
Solano Community College, Suisun, CA

Professional Qualifications

Certifications

Microsoft Office Specialist/Expert Excel September 2007/March 2009 **Microsoft Office Specialist/Expert Word** March 2007/October 2007 **Microsoft Office Specialist Power Point** September 2007
Microsoft Office Specialist Access November 2007
Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006
Microsoft Power Point 2002 November 2006
Microsoft Access 2002 November 2006
2006 National Computer Science Academy, Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals
2006-2009 **Balancing Life & Work** John Parker, Anchorage, AK August 2007 **Novel Install Fest IT Expo**, Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com
www.books-music-more.com
www.alaskaos.com (partner with George

Davis) www.northern-gamers.com (Partner with George Davis)
www.sera-and-justice-together.com (assist in maintenance with daughter)

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Highlights

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Sue Darby is Master Certified in MS Office and enjoys using these detailed skills to create and maintain tracking systems and create mail merges. She is patient and will teach anyone the skills she has. Sue loves to write, proofread and edit documents and is learning the art of UML as part of her current position. She is good at reducing the time needed for a process through brainstorming and trying new ideas. Sue is constantly busy with projects and generally knows what major projects are going on and what her role in the big picture is to assure their completion.

**Empl
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Histor
y**

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
- Compile and verify statistics based off of data collected for Federal reports
- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and developing systems to make workflow more productive
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Support staff for Quality Assurance Unit of twelve professionals

Member of Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – Americorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients data and statistics into database
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops

- Confers with clients to determine what program will be most helpful

**3311 Max Cir #2,
Anchorage, AK
99507**

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Assesses clients for barriers and brainstorm ways to overcome them

sue@sue-a-darby.com www.sue-a-darby.com

- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

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Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
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2004

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Web site Marketer

April 2006 to April 2009

Volunteer Work

2003

www.minidolllist.com

Graphic Designer Education

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B.S. Business Management Practice

A.S. Business

Management Practice

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Applications Charter

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3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

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Microsoft Office Specialist Power Point September 2007 **Microsoft Office**

Specialist Access November 2007

Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006

Microsoft Power Point 2002 November 2006

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Computer Science Academy, Dallas, TX

sue@sue-a-darby.com www.sue-a-darby.com

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Anchorage, AK August 2007 **Novel Install Fest** IT Expo,
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Anchorage, AK April 2006 & 2007

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www.alaskaos.com (partner with George Davis)

www.sera-and-justice-together.com (assist in maintenance with daughter)

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May 2008 to Present

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- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops

- Confers with clients to determine what program will be most helpful

**3311 Max Cir #2,
Anchorage, AK
99507**

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Assesses clients for barriers and brainstorm ways to overcome them

sue@sue-a-darby.com www.sue-a-darby.com

- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

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Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
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- Webmaster of 100 page site
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A.S. Business

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AK

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3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

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Microsoft Office Specialist Power Point September 2007 **Microsoft Office Specialist Access** November 2007

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Microsoft Word 2002 November 2006

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Anchorage, AK April 2006 & 2007

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www.books-

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www.alaskaos.com (partner with George Davis)

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907-562-5612 Evenings

Sue Darby

907-334-2639 Day

sue@sue-a-darby.com www.sue-a-darby.com

Computer Skills

- Certified Master Microsoft Office
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Dream Weaver
- Web site design & development

- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Employment History

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
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- Support staff for Quality Assurance Unit of twelve professionals
- Track on hand supplies and order as needed or requested
- Write draft Policy & Procedures

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April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – Americorps Member

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Administrative

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- Develop class curriculum
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- Aid students in preparation for the Microsoft Office Specialist exams
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907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
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Chugiak Children's Services Head Start Classroom Aide

Volunteer Work

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
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April 2006 to April 2009

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B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business

Management Practice

Certificate Office

Applications Charter

College Anchorage,

AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Awards

sue@sue-a-darby.com www.sue-a-darby.com

Alpha Beta

Kappa

Lifetime

Member

2009

Charter College, Anchorage, AK

June 2006 to

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March 2007/October 2007 **Microsoft Office Specialist Power**

Point September 2007

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Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November

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Academy, Dallas, TX

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Seminar-Workshops

Association of Information Technology Professionals

2006-2009 **Balancing Life & Work** John Parker,

Anchorage, AK August 2007 **Novel Install Fest IT Expo**,

Anchorage, AK October 2006

AmeriCorps Conference National Association for Community

Volunteerism Anchorage, AK April 2006 & 2007

Web Site & Blog

Development

[\[ostumes.com\]\(http://ostumes.com\)](http://www.suestinyc</p></div><div data-bbox=)

[\[\\[more.com\\]\\(http://more.com\\)\]\(http://music-</p></div><div data-bbox=\)](http://www.books-</p></div><div data-bbox=)

[\(partner with George](http://www.alaskaos.com)

Davis) www.northern-gamers.com (Partner with George Davis)
www.sera-and-justice-together.com (assist in maintenance with daughter)

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907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Computer Skills

- Certified Master Microsoft Office 2003
- Windows
- Visual Basic .NET
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Dream Weaver
- Web site design & development
- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Employment History

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Develop tracking process for Critical Incident Reports and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
- Compile and verify statistics based off of data collected for Federal reports
- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and developing systems to make workflow more productive
- Archive files according to policy & procedures
- Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, Design tool for interim logging of Critical Incident Reports
- Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
- Compare addresses for provider changes using MMIS & DS3
- Create forms and templates along with databases of completed trainings, waivers and supply ordering.
- Create tracking processes for CPR Waivers, Critical Incident Reports
- Data entry for Critical Incident Reports
- Database and file FA/CPR waivers
- Edit letters, brochures & other correspondence
- Know where various people keep important information when they are out on vacation
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
- Support supervisors with printing or copying of documents needed for meetings.
- Track on hand supplies and order as needed or requested
- Track records requests and scan and burn CDs for Dept of Law or other entities as needed
- Write draft P&P for filing, critical incident reports and tracking processes

Member of Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor

Nine Star Education & Employment Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients into File Maker Pro via Citrix
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the MOS exams
- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
- Drafts and edits resumes, cover letters and other business correspondence
- Directs clients to appropriate resources and assists clients in their use of outside assistance
- Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducts job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns,
- Webmaster of 100 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

March 2003 to September 2003 Owner of Sue's Office Support

- Graphic arts
- Document typing
- Database management

Volunteer Work

- Hardcopy marketing materials
- Static websites

2004

Chugiak Children's Services Head Start Classroom Aide

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
- Designed Library Cards for the Miniature Doll University.

July 1992 to 2002

Shirley's Creative Designs Volunteer

- Production sewing
- Data entry
- Graphic art
- Studio style photography
- Web site design & maintenance (not current version)
- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting

April 2006 to April 2009

Education
B.S. Business Management & Technology

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

B.S. Business Management Practice
A.S. Business Management Practice Certificate Office
Applications Charter College Anchorage, AK

May 2003 to present
Website Development & Design
GNC Web Creations Water Valley, MS

sue@sue-a-darby.com www.sue-a-darby.com

Alpha Beta Kappa Lifetime Member 2009
Charter College, Anchorage, AK

June 2006 to April 2009 Dean's List
Charter College, Anchorage, AK

Awards

May 1997

Alpha Gamma Sigma Honors Society (Lifetime Member)
Solano Community College, Suisun, CA

Professional Qualifications

Certifications

Microsoft Office Specialist/Expert Excel September 2007/March 2009

Microsoft Office Specialist/Expert Word March 2007/October 2007

Microsoft Office Specialist Power Point September 2007

Microsoft Office Specialist Access November 2007

Nine Star Education & Employment Services Anchorage, AK

Microsoft Word 2002 November 2006

Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006

National Computer Science Academy,

Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals 2006-

2009 **Balancing Life & Work** John Parker, Anchorage, AK August

2007 **Novel Install Fest** IT Expo, Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community
Volunteerism**

Anchorage, AK April 2006 & 2007

Web Site & Blog

Development www.sue

stincostumes.com ww

w.books-music-

more.com

www.alaskaos.com (partner with George Davis)

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

www.northern-gamers.com (Partner with George Davis)

sue@sue-a-darby.com www.sue-a-darby.com
www.sera-and-justice-together.com (assist in maintenance with daughter)

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

Computer Skills

- Certified Master Microsoft Office 2003
- Windows
- Visual Basic .NET
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Perl
- Dream Weaver
- Web site design & development
- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Employment History

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Administrative Clerk II (Re-classed)

- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and developing systems to make workflow more productive
- Archive files according to policy & procedures
- Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, Design tool for interim logging of Critical Incident Reports
- Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
- Compare addresses for provider changes using MMIS & DS3
- Create forms and templates along with databases of completed trainings, waivers and supply ordering.
- Create tracking processes for CPR Waivers, Critical Incident Reports
- Data entry for Critical Incident Reports
- Database and file FA/CPR waivers
- Edit letters, brochures & other correspondence
- Know where various people keep important information when they are out on vacation
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
- Support supervisors with printing or copying of documents needed for meetings.
- Track on hand supplies and order as needed or requested
- Track records requests and scan and burn CDs for Dept of Law or other entities as needed
- Write draft P&P for filing, critical incident reports and tracking processes

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Anchorage, AK April 2006 & 2007

Web Site & Blog

Development www.sue

stincostumes.com ww

w.books-music-

more.com

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National Computer Science Academy

Dallas, TX

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Anchorage, AK April 2006 & 2007

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stincostumes.com ww

w.books-music-

more.com

www.alaskaos.com (partner with George
Davis) www.northern-gamers.com (Partner with
George Davis)

www.sera-and-justice-together.com (assist in maintenance with daughter)



*Sue Darby
907-334-2639 Work
907-746-5978 Home*

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Master Certified MS Office 2003 MS Office 95-2010

MS Project MS Visio

MS SharePoint 2007-2010, OneNote

AdobePro X& XI

Document Design & Formatting Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements Data Tracking

Report Processes

Project Management Task Management

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users ■ Convert New Provider Certification Application to fill in PDF for public use
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Design improved filing & labeling system , archive process, electronic file system , document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50% improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites ■ Curriculum development & delivery of online classes

Experience

Goals Budgets Timelines

GANTT Charts Technical Writing Web Master Marketing

**State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider
Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II**

**Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor**

**Sue's Tiny Costumes
Business Owner & Webmaster**

Education & Training

Charter College – Alpha Beta Kappa, Dean's List

Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008

Sept 1996-Present www.suestinycostumes.com

Business Owner HTML

CSS

JavaScript Perl

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; Certificate in Computerized Office Associate; Certificate in Computerized Office Specialist

**Microsoft Office Master Certification Word, Excel,
Access, PowerPoint**

2009

2009

VisualBasic

Product Design & Development

Introduction to Sharepoint

2011

Sharepoint for Site Owners & Power Users

2013



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*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Master Certified MS Office 2003 MS Office 95-2010

MS Project MS Visio

MS SharePoint 2007-2010, OneNote

AdobePro X& XI

Document Design & Formatting Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements Data Tracking

Report Processes Project Management Task Management Goals

Budgets

Timelines

Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50% improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites ■ Curriculum development & delivery of online classes

Experience

State of Alaska, Division of Senior & Disabilities Services

GANTT Charts Technical Writing Web Master Marketing Business Owner

HTML

Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

Education & Training

Charter College – Alpha Beta Kappa, Dean's List

Anchorage, AK
May 2008-Present

Anchorage, AK April 2006-April 2008
Sept 1996-Present www.suestinycostumes.com

CSS

JavaScript Perl

Visual Basic

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; Certificate in Computerized
Office Associate; Certificate in Computerized Office Specialist**

Microsoft Office Master Certification

2009

Product Design & Development



Word, Excel, Access, PowerPoint

2009

Introduction to SharePoint

2011

SharePoint for Site Owners & Power Users

2013

Sue Darby

907-746-5978

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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

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” & “Critical Incident Report Tracking
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
- 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 (Darby Report)

Management Achievements

- Lead, train and delegate tasks to clerical staff (up to 3 on team)

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Copyright, publish books and patterns
- Develop and continually improve administrative and unit processes
- 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

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>		
Senior Services Technician		Feb 2014-Present
Office Assistant		Nov 2011-Feb 2014
II Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music & More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education & 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	2009
------------------------	--	-------------

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

Bachelors of Science Degree - Business Management and 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

Website Development and Design

GNC Web Creations

Business Marketing

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
HIPAA Security 201 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

Organizations, Memberships and Workshops

- Balancing Life and Work John Parker
Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby

907-746-5978

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CMS: WordPress, Drupal, Dreamweaver

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- Develop and continually improve administrative and unit processes
- 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

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>		
Senior Services Technician		Feb 2014-Present
Office Assistant		Nov 2011-Feb 2014
II Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music & More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education & 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	2009
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Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Website Development and Design

GNC Web Creations

Business Marketing

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
HIPAA Security 201 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

Organizations, Memberships and Workshops

Balancing Life and Work John Parker
Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby

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Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

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

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 clerical processing time
 - Develop 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
 - Write technical tutorials for future staff reference
 - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) 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 (Darby Report)

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

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books, multiple articles and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - Copyright holder for both books
 - Published author in 4 magazines
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
 - Develop, design, and create charts, graphs and reports for daily 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & 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>Alaska Office Specialists</i>	Owner	Oct
2008 -Present		
<i>Books, Music & More</i>	Owner	Oct
2008 -Present		
<i>Coffee Institute</i>	Owner	Oct
2008 -Present <i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Fashion Design (Certificate)

Solano Community College Suisun,
CA Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

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

Organizations, Memberships and Workshops

Balancing Life and Work John
Parker Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism

Memberships

Association of Information Technology Professionals Charter College

Sue Darby

907-746-5978

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Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company in the beautiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your business.

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

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” &“Critical Incident Report Tracking
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
- 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 (Darby Report)

Management Achievements

- Lead, train and delegate tasks to clerical staff (up to 3 on team)

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Copyright, publish books and patterns
- Develop and continually improve administrative and unit processes
- 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

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>		
Senior Services Technician		Feb 2014-Present
Office Assistant		Nov 2011-Feb 2014
II Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music & More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education & 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	2009
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Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Website Development and Design

GNC Web Creations

Business Marketing

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
HIPAA Security 201 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

Organizations, Memberships and Workshops

- Balancing Life and Work John Parker
Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby

907-746-5978

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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” &“Critical Incident Report Tracking
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
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Management Achievements

- Lead, train and delegate tasks to clerical staff (up to 3 on team)

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Administrative Achievements

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- Screen incoming applications to ensure completeness

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance</i>		
Senior Services Technician		Feb 2014-Present
Office Assistant		Nov 2011-Feb 2014
II Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Owner	Oct 2008 -Present
<i>Books, Music & More</i>	Owner	Oct 2008 -Present
<i>Coffee Institute</i>	Owner	Oct 2008 -Present
<i>Nine Star Education & 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	2009
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Bachelors of Science Degree - Business Management and Technology

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

Associate of Applied Science Degree - Business Management Practice

Certificate - Computerized Office Associate

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Website Development and Design

GNC Web Creations

Business Marketing

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Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska	2012
Introduction to Share Point with Lab State of Alaska	2011
HIPAA Security 201 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

Organizations, Memberships and Workshops

Balancing Life and Work John Parker
Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby

907-746-5978 Home 907--355-3750 Cell

sue@sue-a-darby.com www.sue-a-darby.com

Twitter: @suedarby LinkedIn <https://www.linkedin.com/in/suedarby>

Computer Skills

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

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, KingSoft Office, Open Office

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

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

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

CMS: WordPress, Drupal, Dreamweaver

Technical Achievements

- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Website design, development, including hand coded and Wordpress 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 support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>	
Admin Clerk II	May 2008-Nov 2011

Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008

Education

Charter College	Bachelors of Science– Business & Technology	Alpha Beta Kappa 3.85
GPA		

Relevant Classes

~Technical Writing Project Management

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~

ÝÝÝ~ Statistic

Operations Management ~ Perl ~ Marketing ~ JavaScript ~ Java ~HTML 5~CSS~JavaScript~PHP
MYSQL~Web design ~

Training

COGNOS	2014
HIPAA Security 201 State of Alaska	2008-2014
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

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January 11, 2010

SRX Group
550 Post Oak #400
Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

- Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
- I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
- Data needed for meetings and other functions are early or on time consistently.
- You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
- I designed "The Darby Report" for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
- I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e-mail at sue@sue-a-darby.com. I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

Sue Darby

Sue

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Experience

Office Assistant II May 2008 to Present

Sue Darby | Webmaster & Technical Writer

Contact Sue

Email

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

- Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
- Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
- Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team Lead for multiple volunteers; trained and delegated duties as needed

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Business Owner 1996 to

present

Sue's Tiny Costumes www.suestinycostumes.com

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites

Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Online Marketing 2003
- www.minidolllist.com– Graphic Design 2003

sue@sue-a-darby.com

Phone
907-746-5978

Website
www.sue-a-darby.com

LinkedIn
www.linkedin.com/in/suedarby

Education

*B. S. Business Management & Technology; Concentration in
Business Applications A.S Computer Science – Alpha Beta Kappa Honors– Charter College
2009*

Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009

Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

Skills

Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw
Suite*

*Database Improvements, Data Tracking, Report Processes, Project Management, GANTT
Charts, Technical Writing, Product Design & Development*

Training

Website Development & Design/SEO– GNC Web Creations Ongoing

*SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA
Security 201, Introduction to Supervisor Training, Basic Care Coordination for QA, Intro to
Office 2007 – State of Alaska*

Sue Darby
907-334-2639 Work
907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

Skills

Computers, Software & Programming

- Master Certified Office 2003; MS Office 95-2010, MS Project, OneNote, Open Office, AdobePro
- Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Suse, Ubuntu; Android
- HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
- Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Technical

- Effectively explain ideas & information to both technical & managerial users
- Cut Management Information Systems input time by 50%
- Streamline administrative processes, database improvements
- Project management including task management, goals, budgets, timelines & GANTT Charts

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

- Gather information, determine specifications, develop content including illustrations or screen shots, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Design charts & graphs for Unit, Department, State & Federal reports
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team leadership for up to 3 individuals
- Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

- Reduce Management's information systems data entry 50%
- Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews
- Develop or update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Monthly statistic tracking & reporting for internal use & grants

Sue's Tiny Costumes 1996 to present

Web Based Professional Achievements

- Published author of Pattern Drafting for Miniatures & Pattern Making for Dolls
- Published author in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, &

Dolls In Miniature

- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development for online classes

Volunteer Work

- PRIDE Program Rasmussen – Grant Writer 2008

Sue Darby
907-334-2639 Work
907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

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- Chugiak Children's Services Head Start – Classroom Aide 2004
 - www.integrity-designs.com –Marketer 2003
 - www.minidolllist.com – Graphic Design 2003

Education

Bachelors – Alpha Beta Kappa

Business Management Practice, Business Management & Information Technology
Associates Business Management Practice, Business Management & Information Technology
Certificate Office Applications

April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing, Advanced Web Development, JavaScript, Perl, Visual Basic.NET

Website Development & Design

May 2003 to present

Web Creations

Universal City, TX

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Business Marketing

August-December 2005

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ersity Alaska Southeast

Juneau, AK

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Fashion Design (Certificate)

September 1995 to May 1997

Solano Community College

Suisun, CA

Certifications

Microsoft Office 2003 Master

March 2009

Nine Star Education & Employment Services

Anchorage, AK

Training

Introduction to Share Point with Lab

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e of Alaska Senior & Disabilities Services
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April 2011

HIPAA Security 201

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March 2011

Introduction to Supervisor Training

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e of Alaska
Sta

March 2011

Basic Care Coordination Training for QA

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March 2010

Introduction to Office 2007

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May 2009

Organizations, Memberships & Workshops

Balancing Life & Work

John Parker

August 2007

Novel Install Fest	IT Expo	October 2006
AmeriCorps Conference	National Association for Community Volunteerism	April 2006 & 2007
<i>Professional Memberships</i>		
Association of Information Technology Professionals	Charter College	October 2006- 2009

Sue Darby

907-334-2639 Work

907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr

Palmer, AK 99645

www.sue-a-darby.com

Skills

Computers, Software & Programming

- Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
- Communicates effectively with both technical & non-technical users
- Troubleshoot Office 2003, 2007 & 2010, peripherals, network printers & laptops
- Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
- Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
- Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

Technical

- Gather information, determine specifications, develop content including necessary illustrations or screen shots, proofread and edit technical documents for State of Alaska Quality Assurance –Provider Certification Unit
- Project management including task management, goals, timelines and GANTT Charts
- Participate in work groups for new regulations & new application
- Cut Management Information Systems input time by 50%
- Streamline the administrative processes, database improvements
- Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
- Develop specific process for archival & offsite storage of files, database connections for previously invisible provider information
- Effectively explain ideas and information to both technical and managerial users

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

- Design charts & graphs for Department, State & Federal reports
- Team leadership for up to 3 individuals
- Participate in policy & procedure development workgroups
- Assist in development of new Provider Certification Application
- Process streamlining
- Technical training materials
- Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services

Career Development Center Mentor/ Computer Instructor – AmeriCorps

Member April 2006 to April 2008

Nine Star Education & Employment

Anchorage, Alaska Professional

Achievements

- Reduce Management's information systems data entry 50%
- Statistic tracking & reporting for internal use & grants
- Job matching, resumes, cover letters, interviews

- Introduction to computers instruction; MS Office Certification preparation tutoring
 - Develop or update training material for beginning and intermediate computer classes
-

Sue Darby
907-334-2639 Work
907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

Sue's Tiny Costumes 1996 to present

Web Based

Professional Achievements

- Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
- Develop over 100 miniature & small doll patterns
- Website design, development, & marketing
- Curriculum development for online classes

Books, Music & More 2008 to present

Web Based

Professional Achievements

- Article writing
- Affiliate program links
- Research
- Marketing
- Social media management

Alaska Office Specialists 2008 to Present

Web Based

Professional Achievements

- Article writing
- Business development
- Research
- Marketing
- Social media management
- Consulting

Volunteer Work

- PRIDE Program Rasmussen – Grant Writer 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Marketer 2003
- www.minidolllist.com – Graphic Designer for 2003

Education

Bachelors – Alpha Beta Kappa

Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

Relevant Classes

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design

May 2003 to present

GNC Web Creations

Universal City, TX

Business Marketing

August-December 2005

University Alaska Southeast

Juneau, AK

Fashion Design (Certificate)

September 1995 to May 1997

Solano Community College

Suisun, CA

Sue Darby

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Certifications

Microsoft Office 2003 Master

March 2009

Training

Introduction to Share Point with Lab

HIPAA Security 201

Introduction to Supervisor Training

Basic Care Coordination Training for QA

Introduction to Office 2007

Organizations, Memberships & Workshops

Balancing Life & Work

Novel Install Fest

AmeriCorps Conference

t

Professional Memberships

**Association of Information Technology
Profession**

Nine Star Education & Employment Services

Anchorage, AK

State of Alaska Senior & Disabilities Services

April 2011

State of Alaska Senior & Disabilities Services

March 2011

State of Alaska

March 2011

State of Alaska Senior & Disabilities Services

March 2010

State of Alaska Senior & Disabilities Services

May 2009

John Parker

IT Expo

ional Association for Community Volunteerism

August 2007

October 2006

Na

April 2006 & 2007

Charter College

October 2006- 2009

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- Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
- Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
- Corel Draw, Inkscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
- Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

Business Management & Marketing

- Manage small business including product development, class development, marketing & budget
- Project management including task management, goals, timelines and GANTT Charts
- Set project goals, determine risks, prepare contingency plan, & time line for achievement
- Participate in work groups for new regulations & new application
- Participate in a variety of business promotional activities on social media, other groups & forums

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes, database improvements
- Screen Certification Packets, checking for completeness & updating databases as required
- Monitor compliance with the new requirements for training
- Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
- Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services
- Develop specific process for processing archival & offsite storage of files

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

- Design charts & graphs for Department, State & Federal reports
- Team leadership
- Policy & procedure development
- Process streamlining
- Technical training materials

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008

Nine Star Education & Employment

Anchorage, Alaska Professional Achievements

- Reduce Management's information systems data entry 50%
- Statistic tracking & reporting for internal use & grants
- Job matching, resumes, cover letters
- Introduction to computers instruction; MS Office Certification preparation tutoring

Sue's Tiny Costumes 1996 to present

Web Based

Sue Darby
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sue@sue-a-darby.com

Professional Achievements

- Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
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- Develop over 100 miniature & small doll patterns
- Website design, development, & marketing
- Curriculum development for online classes

Books, Music & More 2008 to present

Web Based

Professional Achievements

- Article writing
- Affiliate program links
- Research
- Marketing
- Social media management

Alaska Office Specialists 2008 to Present

Web Based

Professional Achievements

- Article writing
- Business development
- Research
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- Consulting

Volunteer Work

- PRIDE Program Rasmussen – Grant Writer 2008
- Chugiak Children’s Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Marketer 2003
- www.minidolllist.com – Graphic Designer for 2003
- Shirley’s Creative Designs – Production Assistant July 1992 to 2002

Education

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Business Management Practice, Business Management & Information Technology, Certificate Office
Applications

April 2006 to April 2009

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Anchorage, AK

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Website Development & Design

May 2003 to present

GNC Web Creations
Universal City, TX

Business Marketing

August-December 2005

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Juneau, AK

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September 1995 to May 1997

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Suisun, CA

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Certifications

Microsoft Office 2003 Master

March 2009

Nine Star Education & Employment Services

Anchorage, AK

Training

Introduction to Share Point with Lab
Disabilities Services

State of Alaska Senior & Disabilities Services
March 2010 **Introduction to Office 2007**

April 2011 **HIPAA S**
State of Alaska Seni

Organizations, Memberships & Workshops
Balancing Life & Work
Novel Install Fest
AmeriCorps Conference
April 2006 & 2007

John Parker
IT Expo
National Association for Community Volunteerism

August 2007
October 2006

Professional Memberships

Association of Information Technology Professionals Charter College
October 2006- 2009

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- Develop specific process for processing archival & offsite storage of files

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

- Design charts & graphs for Department, State & Federal reports
- Team leadership
- Policy & procedure development
- Process streamlining
- Technical training materials

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008

Nine Star Education & Employment

Anchorage, Alaska Professional Achievements

- Reduce Management's information systems data entry 50%
- Statistic tracking & reporting for internal use & grants
- Job matching, resumes, cover letters
- Introduction to computers instruction; MS Office Certification preparation tutoring

Sue's Tiny Costumes 1996 to present

Web Based

Sue Darby
907-334-2639 Work
907-746-5978 Home

sue@sue-a-darby.com

Professional Achievements

- Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
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- Website design, development, & marketing
- Curriculum development for online classes

Books, Music & More 2008 to present

Web Based

Professional Achievements

- Article writing
- Affiliate program links
- Research
- Marketing
- Social media management

Alaska Office Specialists 2008 to Present

Web Based

Professional Achievements

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- Business development
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- Consulting

Volunteer Work

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- www.integrity-designs.com –Marketer 2003
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Business Management Practice, Business Management & Information Technology, Certificate Office
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April 2006 to April 2009

Charter College

Anchorage, AK

Relevant Classes

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Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design

May 2003 to present

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Universal City, TX

Business Marketing

August-December 2005

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Juneau, AK

Fashion Design (Certificate)

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September 1995 to May 1997

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Suisun, CA

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Palmer, AK 99645
www.sue-a-darby.com

Certifications

Microsoft Office 2003 Master

March 2009

Nine Star Education & Employment Services

Anchorage, AK

Training

Introduction to Share Point with Lab
Disabilities Services

State of Alaska Senior & Disabilities Services
March 2010 **Introduction to Office 2007**

April 2011 **HIPAA S**
State of Alaska Seni

Organizations, Memberships & Workshops
Balancing Life & Work
Novel Install Fest
AmeriCorps Conference
April 2006 & 2007

John Parker
IT Expo
National Association for Community Volunteerism

August 2007
October 2006

Professional Memberships

Association of Information Technology Professionals Charter College
October 2006- 2009

907-746-5978 Evenings

Sue Darby

907-334-2639 Day

Highlights

sue@sue-a-darby.com www.sue-a-darby.com

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co-workers fit in the process.

May 2008 to Present

Employment History

Office Assistant I / Administrative Clerk II (Re-classed)

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
- **Developing visual training materials** for copiers, fax, file and archiving processes
- **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
- **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
- **Develop tracking process** and improve complex process
- **Compile and verify statistics** based off of data collected for Federal reports
- **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
- **Analyze the need to develop systems** that make work flow more productive through understanding each worker's role in the process and how to streamline it
- **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
- **Support staff** for Quality Assurance Unit of fifteen professionals
- **Manage centralized e-mail** inbox for Critical Incidents

Member of the Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input client data and statistics into database

- Developed Statistics report for use in grants
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Taught goal setting workshops
- Conferred with clients to determine what program will be most helpful
- Assessed clients for barriers and brainstorm ways to overcome them
- Drafted and edited resumes, cover letters and other business correspondence
- Directed clients to appropriate resources and assists clients in their use of outside assistance
- Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducted job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns
- Webmaster of 35 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

Volunteer Work

2004 Chugiak Children's Services Head Start -Classroom Aide

2003 www.integrity-designs.com - Web site Marketer

2003 www.minidolllist.com - Graphic Designer

Educati on

April 2006 to April 2009

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business Management Practice Certificate Office Applications

Charter College Anchorage, AK

Page 2 of 3

Microsoft Office Specialist/Expert Excel 09/2007 & 03/2009
Microsoft Office Specialist/Expert Word 03/2007 & 10/2007
Microsoft Office Specialist Power Point 09/2007
Microsoft Office Specialist Access 11/2007

Nine Star Education &
Employment Services
Anchorage, AK

May 2003 to present
Website Development & Design
GNC Web Creations

Online Self Study

Awards

Alpha Beta Kappa Lifetime Member 2009
Charter College

Anchorage, AK

Dean's List June 2006 to April 2009
Charter College

Anchorage, AK

May 1997 Alpha Gamma Sigma Honors Society
Solano Community College

Suisun, CA

Professional Qualifications

Microsoft Word 2002 November 2006
Microsoft Power Point 2002 November 2006

Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
Novel Install Fest IT Expo	Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com	Owner
www.books-music-more.com	
www.alaskaos.com www.northern-gamers.com www.coffee-institute.com	(partner with George Davis)

Portfolio Blog <http://blog.sue-a-darby.com>

Blogs

Sue's Tiny Costumes Blog <http://weblog.suestinycostumes.com>

[Sue's Tiny Costumes Tutorials](#) [Blog](#) <http://blog.suestinycostumes.com>

Page 3 of 3

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

sue@sue-a-darby.com www.sue-a-darby.com

Computer Skills

- Certified Master Microsoft Office
- Windows
- Corel Graphics Suite
- Internet Explorer, FireFox

- DreamWeaver
- HTML, CSS, JavaScript
- Internet marketing
- Search engine optimization
- Open Source Applications

May 2008 to Present

Employment History

State of Alaska, Division of Senior & Disabilities, Quality Assurance

Office Assistant I / Admin Clerk II (Re-classed)

- Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
- Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
- Analyzing need and develop systems to make workflow more productive for the unit
- Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, design Critical Incident Log
- Create forms, templates, and tracking processes for CPR Waivers, Critical Incident Reports, provide management with statistical data for quarterly reports based off of various tools
- Know where various people keep important information when they are out of the office
- Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
- Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
- Track records requests and scan and burn CDs for Department of Law or other entities as needed
- Write draft Policy & Procedure for filing, critical incident reports and tracking processes

Member of Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor

Nine Star Education & Employment Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input clients into File Maker Pro via Citrix

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the MOS exams
- Answer student questions about various software

Career Development Mentor

- Teach goal setting workshops

sue@sue-a-darby.com www.sue-a-darby.com

- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Direct clients to appropriate resources and assist in their use of outside assistance
- Assist clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conduct job-matching to find good fit between clients and hiring companies

Business & Web Development

1996 to Present

Owner of www.suestinycostumes.com

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns,
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

2009 to Present

The Coffee Institute - Partner

- Small start up reviewing various coffee cafes

2008 to Present

Alaska Office Specialists - Owner

- Specializing in document creation & management and projects
- Design & develop 10 page website showcasing services offered

2008 to Present

Books, Music & More - Owner

- Reviews of various books, music and other unique items in a fun setting online.

Volunteer Work

March 2003 to September 2003 Owner of Sue's Office Support

- Graphic arts
- Document typing

- Database management
- Hardcopy marketing materials

3311 Max Cir #2, Anchorage, AK 99507

907-562-5612 Evenings

Sue Darby

907-334-2639 Day

- Static websites

sue@sue-a-darby.com www.sue-a-darby.com

July 1992 to 2002

Shirley's Creative Designs Volunteer

- Production sewing
- Data entry
- Graphic art
- Studio style photography

- Web site design & maintenance (not current version)
- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting

April 2006 to April 2009

Bachelors of Science With Honors

B.S. Business Management & Technology

B.S. Business Management Practice

Education

Associates of Science

A.S. Business Management Practice Certificate Office Applications
Charter College Anchorage, AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

June 2009

Alpha Beta Kappa Honors Society

Charter College Anchorage, AK

May 1997
Certificate of Fashion Design with Honors
Solano Community College Suisun, CA

Awards

June 2006 to April 2009 Dean's List
Charter College Anchorage, AK

May 1997
Alpha Gamma Sigma Honors Society (Lifetime Member)
Solano Community College Suisun, CA

Professional Qualifications

Certifications

Microsoft Office Master March 2009
Microsoft Office Specialist/Expert Excel September 2007/March 2009
Microsoft Office Specialist/Expert Word March 2007/October 2007
Microsoft Office Specialist Power Point September 2007
Microsoft Office Specialist Access November 2007
Nine Star Education & Employment Services Anchorage, AK

3311 Max Cir #2, Anchorage, AK 99507

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Computers, Software & Programming

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Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

- Design charts & graphs for Department, State & Federal reports
- Team leadership
- Policy & procedure development
- Process streamlining
- Technical training materials

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008

Nine Star Education & Employment

Anchorage, Alaska Professional Achievements

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- Affiliate program links
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- Social media management

Alaska Office Specialists 2008 to Present

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www.sue-a-darby.com

September 1995 to May 1997

Solano Community College

Suisun, CA

Sue Darby
907-334-2639 Work
907-746-5978 Home

sue@sue-a-darby.com

900 Josh Dr
Palmer, AK 99645
www.sue-a-darby.com

Certifications

Microsoft Office 2003 Master

March 2009

Nine Star Education & Employment Services

Anchorage, AK

Training

Introduction to Share Point with Lab
Disabilities Services

State of Alaska Senior & Disabilities Services
March 2010 **Introduction to Office 2007**

April 2011 **HIPAA S**
State of Alaska Seni

Organizations, Memberships & Workshops
Balancing Life & Work
Novel Install Fest
AmeriCorps Conference
April 2006 & 2007

John Parker
IT Expo
National Association for Community Volunteerism

August 2007
October 2006

Professional Memberships

Association of Information Technology Professionals Charter College
October 2006- 2009

Sue Darby
3311 Max Cir. #2
Anchorage
, AK
99507 [ww](#)
[w.sue-a-](#)
[darby.com](#)
[sue@sue](#)
[-a-](#)
[darby.com](#)

January
11,
2010
SRX
Group
550 Post Oak #400
Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

- Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
- I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
- Data needed for meetings and other functions are early or on time consistently.
- You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
- I designed "The Darby Report" for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
- I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e-mail at sue@sue-a-darby.com. I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

Sue Darby

Sue
Darby
Enclosu
re

907-746-5978 Evenings. 907-334-2639
Daysue@sue-a-darby.com www.sue-a-darby.com

May 2008 to Present
Office Assistant II

Sue Darby

Employment History

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of DVR Volunteers
- Support staff for Quality Assurance Unit Provider Certification
- Analyze systems to make work flow more productive
- Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
- Screen application packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, Office 2010 & peripherals
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics report for use in grants
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Answer student questions about various software
- Aid students in preparation for the Microsoft Office Specialist exams

1996 to Present

Owner of Sue's Tiny Costumes

Business Owner

- Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Develop of over 100 miniature and small doll patterns
- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures

Vol

unteer Work 2004 Chugiak Children's Services
Head Start -Classroom Aide 2003 www.integrity-designs.com - Web site Marketer dissolved
2003 www.minidolllist.com - Graphic Designer

April 2006 to April 2009

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business Management Practice

Education

Certificate Office Applications Charter College

Anchorage, AK
March 2007 to March 2009
Microsoft Office

Specialist/Expert Excel 2003

Microsoft Office

Specialist/Expert Word 2003

Microsoft Office Specialist

Power Point 2003

Microsoft Office Specialist Access 2003 Nine Star Education & Employment Services

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Website Development & Design

GNC Web Creations

Online Self Study

Alpha Beta Kappa Lifetime Member 2009

Awards

Charter College

e, AK

Dean's List June 2006 to April 2009

Charter College

Anchorage

e, AK

May 1997 Alpha Gamma Sigma Honors Society

Solano Community College

CA

Anchorage

Suisun,

Microsoft Word 2002 November 2006

Professional Qualifications

Microsoft Power Point 2002 November 2006 **Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

Professional Organizations & Seminar-

Workshops Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK
August 2007	
Novel Install Fest IT Expo	Anchorage,
AK October 2006	
AmeriCorps Conference National Association for Community Volunteerism	Anchorage,
AK April 2006 & 2007	

Web Site & Blog Development

www.suestinycostumes.com

Www.books-music-
more.com.

Owner Wwww.alaskaos.com.

Owner

Owner Wwww.coffee-institute.com. Owner

907-746-5978 Evenings www.sue-a-darby.com

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Sue Darby

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- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports

As the Office Assistant II for Quality Assurance, I am responsible for the CPR (cardiopulmonary resuscitation) & First Aid training waivers and monitor that the providers receive their paperwork in a timely fashion.

I was part of the team that monitored compliance with the new requirements for all providers to attend

-
- CIR Training.
- I was also responsible for CIRs and the associated data entry and tracking not just for one but for all providers to report an incident if I observed that the client had more than one provider.
- The initial spreadsheet used for tracking started small and eventually evolved to track many data points that were used for early reports to the Commissioner and CMS (Center for Medicaid & Medicare Services)
-

Additionally I am well versed in the use of DS3, the internal main database, various SharePoint systems including the CIR (Critical Incident Report) Database, the Archives Database, and an intermediate user of MMIS (Medicaid Management Information Systems) Database among many other useful database systems.

Given the results of a STARS reports I can manipulate the information into useful data for management's use in reporting of fraud or other issues.

Some of the standardized letters include Invitations to Re-certification, mandatory CIR Training, returned or denied applications for new providers and standardized e-mails for missing materials for initial and re-certifications along with decisions made on CPR (cardiopulmonary resuscitation) & First Aid Training Waivers

Part of my duties includes backup for the reception desk for 3+ years on a regular schedule, I deal with callers who are upset or need to complain about the services or treatment they are receiving.

After listening carefully, I determine where their issue is best directed to get them the best results. Occasionally someone walks in with a complaint and again I listen and determine who will best solve his or her issue.

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April 2006 to April 2008

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Nine Star Education & Employment Anchorage, Alaska

Career Development Mentor

- Teach goal setting workshops
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- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures



- As a small business owner, my sole responsibility to handle all complaints about my products or service delivery in a prompt and polite manner and resolve the issue to the customer's satisfaction.

V

Volunteer Work 2004 Chugiak Children's Services Head Start -Classroom Aide
2003 www.integrity-designs.com - Web site
Marketer
2003 www.minidolllist.com - Graphic Designer

April 2006 to April 2009

B.S. Business Management & Technology

B.S. Business Management Practice

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Anchorage, AK

March 2007 to March 2009

Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word

2003 Microsoft Office Specialist Power Point 2003

Certificate Office Applications Charter College

Anchorage, AK May 2003 to present

Microsoft Office Specialist Access 2003 Nine Star Education & Employment Services
Website Development & Design

GNC Web Creations

Online Self Study

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Balancing Life & Work John Parker Anchorage, AK
August 2007
Novel Install Fest IT Expo Anchorage,
AK October 2006 **AmeriCorps Conference National Association for Community**
Volunteerism Anchorage,
AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com Owner

Portfolio Blog

<http://blog.sue-a-darby.com> [Sue's Tiny Costumes](#)
[Blog](#) <http://weblog.suestinycostumes.com> [Sue's Tiny Costumes Tutorials Blog](#)

<http://blog.suestinycostumes.com>

Sue Darby
3311 Max Cir. #2
Anchorage
, AK
99507 [ww](#)
[w.sue-a-](#)
[darby.com](#)
[sue@sue](#)
[-a-](#)
[darby.com](#)

January
11,
2010
SRX
Group
550 Post Oak #400
Houston, TX 77027

Dear SRX Group Recruiter:

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Sincerely,

Sue Darby

Sue
Darby
Enclosu
re

Sue Darby

907-746-5978 Home

sue@sue-a-darby.com

Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

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

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

PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities

Services, Quality Assurance Admin Clerk II May

2008-Nov 2011 Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

iasttiicosns~~RAesdevaarcnhceMd eWtheobdologies ~ Te Development ~ Visual Basic.NET ~ Business Law ~
Contract Management ~ Human Resources ~ Operations Management ~ Perl
~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS	(database report manager)	2014
HIPAA Security 201	State of Alaska	2008-2014
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

Computer Skills

- Certified Master Microsoft Office 2003
- Windows
- Visual Basic .NET
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Perl

- Dream Weaver
- Web site design & development
- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

- Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.
- Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid

3311 Max Cir #2, Anchorage, AK 99507

- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns,

3311 Max Cir #2, Anchorage, AK 99507

- Webmaster of 100 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

March 2003 to September 2003 Owner of Sue's Office Support

- Graphic arts
- Document typing
- Database management

Volunteer Work

- Hardcopy marketing materials
- Static websites

2004

Chugiak Children's Services Head

Start Classroom Aide

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
- Designed Library Cards for the Miniature Doll University.

July 1992 to 2002

Shirley's Creative Designs Volunteer

- Production sewing
- Data entry
- Graphic art
- Studio style photography
- Web site design & maintenance (not current version)
- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting

April 2006 to April 2009

Education

Certificate Office Applications
Charter College Anchorage, AK

May 2003 to present
Website Development & Design
GNC Web Creations Water Valley, MS

June 2006 to April 2009 Dean's List
Charter College Anchorage, AK

Awards

907-746-5978 Evenings

Sue Darby

907-334-2639 Day

Highlights

sue@sue-a-darby.com www.sue-a-darby.com

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co-workers fit in the process.

May 2008 to Present

Employment History

Office Assistant I / Administrative Clerk II (Re-classed)

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
- **Developing visual training materials** for copiers, fax, file and archiving processes
- **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
- **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
- **Develop tracking process** and improve complex process
- **Compile and verify statistics** based off of data collected for Federal reports
- **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
- **Analyze the need to develop systems** that make work flow more productive through understanding each worker's role in the process and how to streamline it
- **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
- **Support staff** for Quality Assurance Unit of fifteen professionals
- **Manage centralized e-mail inbox** for Critical Incidents

Member of the Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input client data and statistics into database
- Developed Statistics report for use in grants
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Taught goal setting workshops

- Conferred with clients to determine what program will be most helpful
- Assessed clients for barriers and brainstorm ways to overcome them
- Drafted and edited resumes, cover letters and other business correspondence
- Directed clients to appropriate resources and assists clients in their use of outside assistance
- Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducted job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns
- Webmaster of 35 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

Volunteer

Work 2004 Chugiak Children's Services Head Start -

Classroom Aide

2003 www.integrity-designs.com - **Web site Marketer**

2003 www.minidolllist.com - **Graphic Designer**

Educ ation

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B.S. Business Management & Technology

B.S. Business Management Practice

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Certificate Office Applications Microsoft Office Master 3/2009

Microsoft Office Specialist/Expert Excel 09/2007 & 03/2009

Microsoft Office Specialist/Expert Word 03/2007 & 10/2007

Microsoft Office Specialist Power Point 09/2007

Microsoft Office Specialist Access 11/2007

May 2003 to present

Website Development & Design Online Self Study GNC Web Creations

Charter College
Anchorage, AK

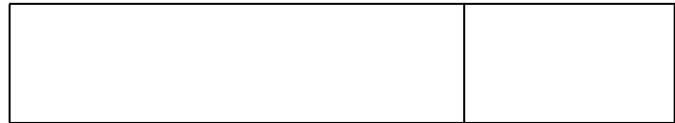
Nine Star Education &
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Awar ds

Alpha Beta Kappa Lifetime Member 2009 Charter College	Anchorage, AK
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[www.suestinycostumes.co](http://www.suestinycostumes.com)

m

[www.books-music-
more.com](http://www.books-music-more.com)

Owner

www.alaskaos.com [www.
northern-
gamers.com](http://www.northern-gamers.com) [www.coffee-
institute.com](http://www.coffee-institute.com) (partner with George Davis)

Blogs

Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.co m	Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.co m
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907-746-5978 Evenings

Sue Darby

907-334-2639 Day

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November 2006

National Computer Science Academy, Dallas, TX

Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
Novel Install Fest IT Expo	Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com

www.books-music-more.com

Owner

www.alaskaos.com
www.northern-gamers.com (partner with George Davis) www.coffee-institute.com

Blogs

Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.com	Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com
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907-746-5978 Evenings

Sue Darby

907-334-2639 Day

Highlights

sue@sue-a-darby.com www.sue-a-darby.com

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co-workers fit in the process.

May 2008 to Present

Employment History

Office Assistant I / Administrative Clerk II (Re-classed)

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
- **Developing visual training materials** for copiers, fax, file and archiving processes
- **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
- **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
- **Develop tracking process** and improve complex process
- **Compile and verify statistics** based off of data collected for Federal reports
- **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
- **Analyze the need to develop systems** that make work flow more productive through understanding each worker's role in the process and how to streamline it
- **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
- **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
- **Support staff** for Quality Assurance Unit of fifteen professionals
- **Manage centralized e-mail inbox** for Critical Incidents

Member of the Green Team- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Create templates used for generating reports
- Input client data and statistics into database
- Developed Statistics report for use in grants
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Taught goal setting workshops

- Conferred with clients to determine what program will be most helpful
- Assessed clients for barriers and brainstorm ways to overcome them
- Drafted and edited resumes, cover letters and other business correspondence
- Directed clients to appropriate resources and assists clients in their use of outside assistance
- Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
- Conducted job-matching to find good fit between clients and hiring companies

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Developer of over 100 miniature and small doll patterns
- Webmaster of 35 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

Volunteer

Work 2004 Chugiak Children's Services Head Start -

Classroom Aide

2003 www.integrity-designs.com - **Web site Marketer**

2003 www.minidolllist.com - **Graphic Designer**

Educ ation

April 2006 to April 2009

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business Management Practice

Certificate Office Applications

Microsoft Office

Specialist/Expert Excel 09/2007 & 03/2009

Microsoft Office

Specialist/Expert Word 03/2007 & 10/2007

Charter College
Anchorage, AK

Microsoft Office Specialist

Power Point 09/2007

Microsoft Office Specialist

Access 11/2007

May 2003 to present

Website Development & Design Online Self Study GNC Web Creations

Awar ds

Alpha Beta Kappa Lifetime Member 2009 Charter College	Anchorage, AK
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Dean's List June 2006 to April 2009 Charter College	Anchorage , AK
May 1997 Alpha Gamma Sigma Honors Society	Suisun, CA

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Solano Community College

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November 2006 **Microsoft Power Point 2002** November 2006

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Computer Skills

- Certified Master Microsoft Office
- Corel Graphics Suite
- Internet Explorer
- FireFox
- Dream Weaver
- Web site design & development

- Internet marketing
- HTML
- CSS
- JavaScript
- Search engine optimization
- Open Source Applications

Computer Instruction

- Develop class curriculum

3311 Max Cir #2, Anchorage, AK 99507

- Teach computer classes
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various software

Career Development Mentor

- Teaches goal setting workshops
- Confers with clients to determine what program will be most helpful
- Assesses clients for barriers and brainstorm ways to overcome them
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- Directs clients to appropriate resources and assists clients in their use of outside assistance
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- Webmaster of 100 page site
- Online teacher of pattern drafting classes for dolls & miniature dolls
- Web site is over 200 pages of products and information related to miniature and small dolls.

2004

Volunteer Work
Chugiak Children's Services Head Start
Classroom Aide

2003

www.integrity-designs.com

Web site Marketer

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

2003

www.minidolllist.com

Graphic Designer for Volunteer

- Designed display cards for St Louis Miniatures Museum display September 2003.
- Designed Library Cards for the Miniature Doll University.

April 2006 to April 2009

Education

B.S. Business Management & Technology

B.S. Business Management Practice

A.S. Business Management

Practice Certificate Office

Applications Charter College

Anchorage, AK

May 2003 to present

Website Development & Design

GNC Web Creations Water Valley, MS

Alpha Beta Kappa Lifetime Member 2009

Charter College, Anchorage, AK

June 2006 to April 2009 Dean's List

Charter College, Anchorage, AK

Awards

3311 Max Cir #2, Anchorage, AK 99507

Sue Darby

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907--355-3750 Cell

www.sue-a-darby.com

@suedarby

<https://www.linkedin.com/in/suedarby>

Sue 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 2003-2010, MS Project, 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
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance</i>	Entrepreneur	Oct 1995-Present
Services Technician	Senior	
Office Assistant II	Feb 2014-Present	
	Nov 2011-Feb 2014	
<i>State of Alaska, Division of Senior & Disabilities Services, Quality Assurance Admin Clerk II</i>		May 2008-Nov 2011
<i>Alaska Office Specialists Books, Music & More Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
	Entrepreneur	Oct 2008 -Present
	Entrepreneur	Oct 2008 -Present

Nine Star Education & Employment

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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

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

Sue Darby

Palmer, AK

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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

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
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books, multiple articles and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - Copyright holder for both books
 - Published author in 4 magazines
 - Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
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 - 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
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Experience

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
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	Senior Services Technician	Feb 2014-Present
	Office Assistant II	Nov 2011-Feb 2014
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	Admin Clerk II	May 2008-Nov 2011
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Books, Music & More Entrepreneur Oct

Instructor Apr 2006-Apr 2008 *Volunteer Experience*

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Sue Darby

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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

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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
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 - Track marketing efforts to increase visitor conversion
- Website design, development, including hand coded and Word Press based websites
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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
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish

- 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
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 - Develop and continually improve administrative and unit processes
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 - 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

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- Marketing
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Self Paced Studies

- Java

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- CSS
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- PHP MYSQL
- Web design

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Operations Management ~ Perl ~ Marketing ~ JavaScript~

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COGNOS	(database report manager)	2014
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- Website design, development, including hand coded and Wordpress based websites
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- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities Services, Quality Assurance

Admin Clerk II

Experience (Part-Time)

May 2008-Nov 2011

Sue's Tiny Costumes

Entrepreneur/Webmaster
Oct 1995-Present

Alaska Office Specialists

Entrepreneur/Webmaster
Oct 2008 -Present

Books, Music & More

Entrepreneur/Webmaster
Oct 2008 - Present

Coffee Institute

Entrepreneur/Webmaster
Oct 2008, Preempt

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science— Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

Relevant Classes
~Technical Writing Project Management ~ ŸŸŸ~ Statistics ~
Research Methodology Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law
~ Contract
Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~
Learnable and Udemy Online
~Java ~~HTML 5~CSS~JavaScript~PHP MySQL~Web design ~Game Development with Unity and C#~

Training

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska

2008-2014

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

Sue Darby

907-746-5978 Home 907--355-3750 Cell

sue@sue-a-darby.com www.sue-a-darby.com

Twitter: @suedarby LinkedIn <https://www.linkedin.com/in/suedarby>

Computer Skills

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

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, KingSoft Office, Open Office

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

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

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

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

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

CMS: WordPress, Drupal, Dreamweaver

Technical Achievements

- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Website design, development, including hand coded and Wordpress 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 support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
Admin Clerk II	May 2008-Nov 2011	

Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995- Present
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 - Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 - Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 - Present
<i>Nine Star Education & Employment</i> Career Development Mentor & Computer Instructor Apr 2006-Apr 2008		

Education

Charter College GPA	Bachelors of Science– Business & Technology	Alpha Beta Kappa 3.85
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Relevant Classes

~Technical Writing Project Management
Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~
Operations Management ~ Perl ~ Marketing ~ JavaScript ~Java ~HTML 5~CSS~JavaScript~PHP
MYSQL~Web design ~

YY~ Statistic

Training

COGNOS

2014
HIPAA Security 201 State of Alaska

2008-2014
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

Cell: 907-764-3054
Home: 907-562-5612

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

Greatest Strengths and Abilities

- Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
- Proficient in the use of various resources to research topics pertinent to business or employment
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Savvy with planning & marketing ideas for businesses
- Establish positive & consistent customer relations

- Create templates used for generating reports & statistics
- Develop curricula, & plan course content & methods of instruction

- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

Skill Sets

Business Owner

- Research & write business, marketing & merchandising plans
- Keep up with developments in area of expertise by reading current books & articles
- Set project goals, determine risks, prepare contingency plan & timeline for achievement
- Collect & analyze data on customer needs, & buying habits to identify potential markets
- Seek & provide information to help companies determine their position in the marketplace
- Attend staff conferences to provide management with information & proposals
- Review financial statements, sales & activity reports
- Measure & assess customer satisfaction

Business Marketing

- Design, develop, & market products and services
- Measure the effectiveness of marketing, advertising, & communications programs & strategies
- Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Monitor industry statistics & follow trends in trade literature or online
- Develop web site maps, & page templates that meet project goals

Training Specialist

- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Present lectures & conduct discussions to increase knowledge & competence

Cell: 907-764-3054

Home: 907-562-5612

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

- Develop & deliver distance education curriculum to special needs students
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various computer software packages
- Monitor, evaluate, & record training activities & program effectiveness
- Offer specific training programs to help workers maintain or improve job skills
- Attend meetings & seminars to obtain information for use in training programs
- Observe work to determine progress, provide feedback, & make suggestions for improvement

Career Development

- Interview applicants to obtain information on work history, training, education, & job skills
- Conduct job-matching to find good fit between clients & hiring companies
- Assess clients for barriers & brainstorm ways to overcome them
- Input confidential client information into File Maker Pro via Citrix
- Draft & edit resumes, cover letters & other business correspondence
- Establish & maintain relationships with businesses to stay abreast of hiring needs
- Direct clients to appropriate resources & assist clients in their use of outside assistance

RELEVANT WORK/VOLUNTEER HISTORY

Employment Mentor

Nine Star Education & Employment Services

Anchorage, AK

Computer Instructor

Nine Star Education & Employment Services

Anchorage, AK

Business Owner

Sue's Tiny Costumes

Anchorage, AK

Marketer

Integrity Designs

Wasilla, AK

Graphic Designer

Miniature Doll List

National

Operations Assistant

Shirley's Creative Designs

South Lake Tahoe, CA

Events Coordinator

Michael's Arts & Crafts

Portland, OR

Education, Certifications, Professional Organizations & Awards

B.S. Business Management / Office Applications (double concentration - seeking)

Charter College

Anchorage, AK

Dean's List-Current

Charter College

Anchorage, AK

Microsoft Office Specialist Word 2003

Certipoint

Anchorage, AK

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

Association of Information Technology Professionals

Charter College

Anchorage, AK

Website Development & Design

GNC Web Creations

Water Valley, MS

MS Office 2002 Certificates

National Computer Science Academy

Dallas, TX

First Aid/CPR

American Red Cross

Anchorage, AK

Business Marketing

University Alaska Southeast

Juneau, AK

Certificate – Fashion Design

Solano Community College

Suisun, CA

Alpha Gamma Sigma Honors Society (Lifetime Member)

Solano Community College

Suisun, CA

Fashion Design

Brooks College Fashion Design

Long Beach, CA

Sue Darby

907-746-5978 Home

907-707-5654 Mobile

www.sue-a-darby.com sue@sue-a-darby.com

@suedarby LinkedIn/suedarby

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)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-
Present	
Office Assistant II	Nov 2011-Feb
2014	
Admin Clerk II	May 2008-Nov
2011	
<i>Nine Star Education & Employment</i>	
Career Development Mentor & Computer Instructor	Apr 2006-Apr
2008	
<i>Sue's Tiny Costumes</i>	
Entrepreneur/Webmaster	Oct 1995-
Present	

Education

Charter College **Alpha Beta Kappa** **June 2009**

Bachelors of Science Degree

Business Management and Technology: Concentration in Business
Applications Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business
Applications Business Management Practice

Certificate

Computerized Office
Associate Computerized
Office Specialist

MS Office Master Certification

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

Sue Darby

907-746-5978 Home
 darby.com
 Cell 907-707-5654
 darby.com

www.sue-a-

sue@sue-a-

Sue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

Achievements

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

Computer Skill Set

- Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source options.
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

Business Skills

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

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-
Present	
Office Assistant II	Nov 2011-Feb
2014	
Admin Clerk II	May 2008-Nov
2011	

Nine Star Education & Employment

Career Development Mentor & Computer Instructor	Apr 2006-Apr
2008	

Education

Charter College

Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications & Business Management Practice

Certificate

Computerized Office Associate & Computerized Office Specialist

MS Office Master Certification

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

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

Twitter @suedarby

Linkedin/suedarby

Sue Darby

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sue@sue-a-darby.com

Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

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

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

PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities

Services, Quality Assurance Admin Clerk II May

2008-Nov 2011 Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

~~ASdtvatainstciecds ~WRebeseach Method Development ~ Visual Basic.NET ~ Business Law ~ Contract

Management ~ Human Resources ~ Operations Management ~ Perl

~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS (database report manager)

2014

HIPAA Security 201 State of Alaska

2008-2014

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

*Sue Darby
907-334-2639 Work
907-746-5978 Home*

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Design improved file & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50%; improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Creation and technical writing for 100 miniature & small doll patterns
- Website design, development, & marketing; WordPress, HTML & CSS



based sites

Experience

State of Alaska, Division of Senior & Disabilities Services Quality Assurance,
Provider Certification & Compliance Administrative Clerk II, Office Assistant
I, Office Assistant II Anchorage, AK

May 2008-Present

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

www.suestinycostumes.com

Education & Training

Charter College – Alpha Beta Kappa, Dean's List

Anchorage, AK April 2006-April 2008

Sept 1996-Present

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; Certificate in Computerized Office Associate;
Certificate in Computerized Office Specialist

Microsoft Office Master Certification

2009

Word, Excel, Access, PowerPoint

2009

Introduction to Sharepoint

2011

Sharepoint for Site Owners & Power Users

2013

Sue Darby
907-334-2639 Work
907-746-5978 Home

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50%; improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes

Experience

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

Education & Training

Charter College – Alpha Beta Kappa, Dean's List



Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008

Sept 1996-Present www.suestinycostumes.com

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; Certificate in Computerized
Office

2009

Associate;
Certificate in Computerized Office Specialist

Microsoft Office Master Certification
Word, Excel, Access, PowerPoint

Introduction to SharePoint

SharePoint for Site Owners & Power Users

2009

2011

2013

Sue Darby

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Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

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

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 clerical processing time
 - Develop 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
 - Write technical tutorials for future staff reference
 - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) 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 (Darby Report)

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

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books, multiple articles and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - Copyright holder for both books
 - Published author in 4 magazines
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
 - Develop, design, and create charts, graphs and reports for daily 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & 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>Alaska Office Specialists</i>	Owner	Oct
2008 -Present		
<i>Books, Music & More</i>	Owner	Oct
2008 -Present		
<i>Coffee Institute</i>	Owner	Oct
2008 -Present <i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Fashion Design (Certificate)

Solano Community College Suisun,
CA Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

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

Organizations, Memberships and Workshops

Balancing Life and Work John
Parker Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism

Memberships

Association of Information Technology Professionals Charter College

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darby.co

m www.sue-a-darby.co

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Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company in the beautiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your business.

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

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” &“Critical Incident Report Tracking
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
- 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 (Darby Report)

Management Achievements

- Lead, train and delegate tasks to clerical staff (up to 3 on team)
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Copyright, publish books and patterns
- Develop and continually improve administrative and unit processes
- 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

Experience

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

Alaskans for

Palmer Hay Flats

CCS Headstart

Education

Charter College	Bachelors of Science– Alpha Beta Kappa 3.85 GPA	2009
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Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Website Development and Design

GNC Web Creations

Business Marketing

University Alaska Southeast Juneau, AK

Fashion Design (Certificate)

Solano Community College Suisun, CA

Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

Archiving Basics State of Alaska

20

12

Introduction to Share Point with Lab State of Alaska

20

11

HIPAA Security 201 State of Alaska	20
Introduction to Supervisor Training State of Alaska	11
Basic Care Coordination Training for QA State of Alaska	20
Introduction to Office 2007 State of Alaska	10
	20
	09

Organizations, Memberships and Workshops

Balancing Life and Work John Parker
Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

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Organizations, Memberships and Workshops

Balancing Life and Work John Parker
Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby | Webmaster & Technical Writer

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

- Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
- Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
- Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team Lead for multiple volunteers; trained and delegated duties as needed

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Business Owner 1996 to present

Sue's Tiny Costumes www.suestinycostumes.com

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites

Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Online Marketing 2003
- www.minidolllist.com– Graphic Design 2003

Contact Sue

Email

sue@sue-a-darby.com

Phone

907-746-5978

Website

www.sue-a-darby.com

LinkedIn

www.linkedin.com/in/suedarby

Education

B. S. Business Management & Technology; Concentration in
Business Applications A.S Computer Science – Alpha Beta Kappa Honors– Charter College
2009

Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009

Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

Skills

Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw Suite

Database Improvements, Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

Training

Website Development & Design/SEO– GNC Web Creations Ongoing

SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care

Sue Darby | Webmaster & Technical Writer

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Sue Darby
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Master Certified MS Office 2003 MS Project

MS Visio

MS SharePoint OneNote Adobe Pro

Document Design & Formatting Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements Data Tracking

Report Processes Project Management Task Management Goals

Budgets Timelines GANTT Charts

Technical Writing Web Master Marketing Business Owner HTML

CSS

JavaScript Perl

VisualBasic.net

Product Design & Development WordPress

Notable Achievements & Skills

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

Computer Skill Set

- Familiar with major PC office suites; SharePoint, Adobe
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
- Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

Business Skill Sets

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

Experience

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance *May 2008-Present*

Senior Services Technician, Office Assistant II, Admin Clerk

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 Sue's

Tiny Costumes www.suestinycostumes.com

Business Owner & Webmaster Sept 1996-Present

Education & Training

Charter College Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications & Business Management Practice



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<https://www.linkedin.com/in/suedarby>

Sue 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 2003-2010, MS Project, 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

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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
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>of Alaska, Division of Senior & Disabilities Services, Provider Certification Services Technician</i>		<i>State and Compliance Senior</i>
<i>Office Assistant II</i>		Feb 2014-Present
<i>State of Alaska, Division of Senior & Disabilities Services, Quality Assurance Admin Clerk II</i>		Nov 2011-Feb 2014
<i>Alaska Office Specialists</i>	Entrepreneur	May 2008-Nov 2011
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

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
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<i>Coffee Institute</i>	Entrepreneur	Oct
2008 -Present	<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer

Instructor Apr 2006-Apr 2008 *Volunteer Experience*

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Hay Flats CCS

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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

- Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
 - Division SME for system
 - Work with IT to improve reporting process
 - Develop batch editing for incorrect records
- 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
 - Develop and edit checklists to ensure application processing efficiency
 - Develop note entry process to provide accurate data for weekly reporting processes
 - Update and maintain Provider Certification Application and forms
 - Research date & bates stamping equipment purchase to reduce administrative processing time
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 - 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
 - Track marketing efforts to increase visitor conversion
 - Write posts or curate content to increase users on pages
- Website design, development, including hand coded and Wordpress based websites

Sue Darby 900 Josh Dr Palmer, AK 907-746-5978 Home sue@darby.com www.sue-a-darby.com

S

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

Technical Achievements

- Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
 - Division SME for system
 - Work with IT to improve reporting process
 - Develop batch editing for incorrect records
- 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
 - Develop and edit checklists to ensure application processing efficiency
 - Develop note entry process to provide accurate data for weekly reporting processes
 - Update and maintain Provider Certification Application and forms
 - Research date & bates stamping equipment purchase to reduce administrative processing time
- 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
 - Track marketing efforts to increase visitor conversion
 - Write posts or curate content to increase users on pages
- Website design, development, including hand coded and Wordpress based websites

¹ www.linkedin.com/in/suedarby/ @SueDarby on Twitter

- o Install, configure and maintain WordPress based sites
- o Monitor and create content, links and user accounts
- o Plan updates and upgrades to site, pages or systems
- 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)
 - o Contribute input on applicant selection or termination
 - o Review candidate resumes and qualifications
 - o Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - o 2 books, multiple articles and over 100 miniature and small doll patterns (½" tall to 3' 10" tall)
 - o Technical instructions with drawn diagrams
 - o Photography of final products
 - o Copyright holder for both books (2001)
 - o Published author in 4 magazines (2003-2005)
- Develop and continually improve administrative and unit processes
 - o Design and write tutorials, diagrams and hands on training methods and procedures
 - o Contribute to legal 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 setting and 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 (Part-Time)	Oct 1995-Present
<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Provider Quality Assurance</i>		
	Office Assistant I	Aug 2009-Nov 2011
<i>State of Alaska, Division of Senior & Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Aug 2009
<i>Alaska Office Specialists</i>	Entrepreneur (Part-Time)	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur (Part-Time)	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur (Part-Time)	Oct 2008 -Present

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Writing Achievements

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Nine Star Education & Employment

Career 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and Technology

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Associate of Applied Science Degree - Business Management Practice

Certificate - Computerized Office Associate

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Relevant Classes

- Technical Writing
- Project Management
- Statistics
- Research Methodologies
- Telecommunications
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- 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

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Nine Star Education and Employment Anchorage, AK

Training

COGNOS	2014
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Sue Darby

Palmer, AK

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CMS: WordPress, Drupal, Dreamweaver

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2008 -Present	<i>Nine Star Education & Employment</i>	Career Development Mentor & Computer

Instructor Apr 2006-Apr 2008 *Volunteer Experience*

Alaskans for Palmer

Hay Flats CCS

Headstart

Education

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3.85 GPA

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Technical Achievements

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Writing Achievements

1

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-Present *Nine Star Education & Employment* Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008 Volunteer Experience

Alaskans for Palmer

Hay Flats CCS

Headstart

Education

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Certificate - Computerized Office Associate

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Relevant Classes

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Website Development and Design

GNC Web Creations Online

Business Marketing

University Alaska Southeast Juneau, AK

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Nine Star Education and Employment Anchorage, AK

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COGNOS	2014
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Sue Darby

Sue 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.

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Administrative Achievements

- Reduce Management's information systems data entry 50%; improved time management
- Screen incoming applications to ensure completeness
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Writing Achievements

- Develop and continually improve processes

- Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
 - Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - 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

Experience

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

Volunteer Experience Alaskans for Palmer Hay Flats CCS Headstart

Apr 2006-Apr 2008

Education

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

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

Bachelors of Science Degree - Business Management and 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

Self Paced Studies

- Java

Learnable Courses

- HTML 5
- CSS
- JavaScript
- PHP MYSQL
- Web design

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

HIPAA Security 201 State of Alaska

2014

Archiving Basics State of Alaska

2014

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

Sue Darby

907-746-5978 Home

sue@sue-a-darby.com 907--355-

3750 Cell

www.sue-a-darby.com

@suedarby

<https://www.linkedin.com/in/suedarby>

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

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

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

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

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

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

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

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities Services, Quality Assurance

Admin Clerk II

Experience (Part-Time)

May 2008-Nov 2011

Sue's Tiny Costumes

Entrepreneur/Webmaster
Oct 1995-Present

Alaska Office Specialists

Entrepreneur/Webmaster
Oct 2008 -Present

Books Music & More

Entrepreneur/Webmaster Oct 2008 - Present

Coffee Institute

Entrepreneur/Webmaster
© 2002, D

Oct 2008 -Present
Nina Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006 - Apr 2008

Education

Bachelors of Science— Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

Relevant Classes

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

Training

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska

2008-2014

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

Sue Darby

907-746-5978 Home 907--355-3750 Cell

sue@sue-a-darby.com www.sue-a-darby.com

Twitter: @suedarby LinkedIn <https://www.linkedin.com/in/suedarby>

Computer Skills

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

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, KingSoft Office, Open Office

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

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

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

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

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

CMS: WordPress, Drupal, Dreamweaver

Technical Achievements

- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Website design, development, including hand coded and Wordpress 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 support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
Admin Clerk II	May 2008-Nov 2011	

Experience (Part-Time)

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995- Present
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 - Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 - Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 - Present
<i>Nine Star Education & Employment</i> Career Development Mentor & Computer Instructor Apr 2006-Apr 2008		

Education

Charter College GPA	Bachelors of Science– Business & Technology	Alpha Beta Kappa 3.85
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Relevant Classes

~Technical Writing Project Management

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript ~Java ~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~

YY~ Statistic

Training

COGNOS

2014

HIPAA Security 201 State of Alaska

2008-2014

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

Cell: 907-764-3054

Home: 907-562-5612

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

Greatest Strengths and Abilities

- Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
- Proficient in the use of various resources to research topics pertinent to business or employment
- Streamlined Management Information Systems input, reduced time consumption by 50%
- Savvy with planning & marketing ideas for businesses
- Establish positive & consistent customer relations

- Create templates used for generating reports & statistics
- Develop curricula, & plan course content & methods of instruction

- Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

Skill Sets

Business Owner

- Research & write business, marketing & merchandising plans
- Keep up with developments in area of expertise by reading current books & articles
- Set project goals, determine risks, prepare contingency plan & timeline for achievement
- Collect & analyze data on customer needs, & buying habits to identify potential markets
- Seek & provide information to help companies determine their position in the marketplace
- Attend staff conferences to provide management with information & proposals
- Review financial statements, sales & activity reports
- Measure & assess customer satisfaction

Business Marketing

- Design, develop, & market products and services
- Measure the effectiveness of marketing, advertising, & communications programs & strategies
- Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
- Design, build, & maintain web sites, using ethical search engine marketing techniques
- Monitor industry statistics & follow trends in trade literature or online
- Develop web site maps, & page templates that meet project goals

Training Specialist

- Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
- Present lectures & conduct discussions to increase knowledge & competence

Cell: 907-764-3054

Home: 907-562-5612

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

- Develop & deliver distance education curriculum to special needs students
- Aid students in preparation for the Microsoft Office Specialist exams
- Answer student questions about various computer software packages
- Monitor, evaluate, & record training activities & program effectiveness
- Offer specific training programs to help workers maintain or improve job skills
- Attend meetings & seminars to obtain information for use in training programs
- Observe work to determine progress, provide feedback, & make suggestions for improvement

Career Development

- Interview applicants to obtain information on work history, training, education, & job skills
- Conduct job-matching to find good fit between clients & hiring companies
- Assess clients for barriers & brainstorm ways to overcome them
- Input confidential client information into File Maker Pro via Citrix
- Draft & edit resumes, cover letters & other business correspondence
- Establish & maintain relationships with businesses to stay abreast of hiring needs
- Direct clients to appropriate resources & assist clients in their use of outside assistance

RELEVANT WORK/VOLUNTEER HISTORY

Employment Mentor

Nine Star Education & Employment Services

Anchorage, AK

Computer Instructor

Nine Star Education & Employment Services

Anchorage, AK

Business Owner

Sue's Tiny Costumes

Anchorage, AK

Marketer

Integrity Designs

Wasilla, AK

Graphic Designer

Miniature Doll List

National

Operations Assistant

Shirley's Creative Designs

South Lake Tahoe, CA

Events Coordinator

Michael's Arts & Crafts

Portland, OR

Education, Certifications, Professional Organizations & Awards

B.S. Business Management / Office Applications (double concentration - seeking)

Charter College

Anchorage, AK

Dean's List-Current

Charter College

Anchorage, AK

Microsoft Office Specialist Word 2003

Certipoint

Anchorage, AK

Sue Darby

3311 Max Cir #3
Anchorage, AK 99507

E-mail sue.a.darby@gmail.com

Objective: To obtain a position assisting individuals with **Small Business Development**

Association of Information Technology Professionals

Charter College

Anchorage, AK

Website Development & Design

GNC Web Creations

Water Valley, MS

MS Office 2002 Certificates

National Computer Science Academy

Dallas, TX

First Aid/CPR

American Red Cross

Anchorage, AK

Business Marketing

University Alaska Southeast

Juneau, AK

Certificate – Fashion Design

Solano Community College

Suisun, CA

Alpha Gamma Sigma Honors Society (Lifetime Member)

Solano Community College

Suisun, CA

Fashion Design

Brooks College Fashion Design

Long Beach, CA

Sue Darby

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907-707-5654 Mobile

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@suedarby LinkedIn/suedarby

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)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-
Present	
Office Assistant II	Nov 2011-Feb
2014	
Admin Clerk II	May 2008-Nov
2011	
<i>Nine Star Education & Employment</i>	
Career Development Mentor & Computer Instructor	Apr 2006-Apr
2008	
<i>Sue's Tiny Costumes</i>	
Entrepreneur/Webmaster	Oct 1995-
Present	

Education

Charter College **Alpha Beta Kappa** **June 2009**

Bachelors of Science Degree

Business Management and Technology: Concentration in Business
Applications Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business
Applications Business Management Practice

Certificate

Computerized Office
Associate Computerized
Office Specialist

MS Office Master Certification

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

Sue Darby

907-746-5978 Home
 darby.com
 Cell 907-707-5654
 darby.com

www.sue-a-

sue@sue-a-

Sue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

Achievements

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

Computer Skill Set

- Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source options.
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

Business Skills

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

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-
Present	
Office Assistant II	Nov 2011-Feb
2014	
Admin Clerk II	May 2008-Nov
2011	

Nine Star Education & Employment

Career Development Mentor & Computer Instructor	Apr 2006-Apr
2008	

Education

Charter College

Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications & Business Management Practice

Certificate

Computerized Office Associate & Computerized Office Specialist

MS Office Master Certification

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

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

Twitter @suedarby

Linkedin/suedarby

Sue Darby

907-746-5978 Home

sue@sue-a-darby.com

Twitter: @suedarby

Linkedin <https://www.linkedin.com/in/suedarby>

907-355-3750 Cell

www.sue-a-darby.com

Computer Skills

CMS: WordPress, Drupal, Dreamweaver

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

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

PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

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

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

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010,

OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

Technical Achievements

- Website design, development, including hand coded and Wordpress based websites
- Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
- Streamline administrative processes, database improvements, data tracking and report processes
- Effectively explain ideas and information to both technical and managerial users
- Manage social media accounts, website and marketing of patterns and books
- Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

Management Achievements

- Lead, train and delegate tasks to support staff
- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities

Services, Quality Assurance Admin Clerk II May

2008-Nov 2011 Experience (Part-Time)

Sue's Tiny Costumes Entrepreneur/Webmaster Oct 1995-Present

Alaska Office Specialists Entrepreneur/Webmaster Oct 2008 -Present

Books, Music & More Entrepreneur/Webmaster Oct 2008 -Present

Coffee Institute Entrepreneur/Webmaster Oct 2008 -Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

Education

Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA

Relevant Classes

~Technical Writing Project Management

~~ASdtvatainstciecds ~WRebeseach Method Development ~ Visual Basic.NET ~ Business Law ~ Contract

Management ~ Human Resources ~ Operations Management ~ Perl

~ Marketing ~ JavaScript~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

Training

COGNOS (database report manager)

2014

HIPAA Security 201 State of Alaska

2008-2014

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

*Sue Darby
907-334-2639 Work
907-746-5978 Home*

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Design improved file & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50%; improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Creation and technical writing for 100 miniature & small doll patterns
- Website design, development, & marketing; WordPress, HTML & CSS



based sites

Experience

State of Alaska, Division of Senior & Disabilities Services Quality Assurance,
Provider Certification & Compliance Administrative Clerk II, Office Assistant
I, Office Assistant II Anchorage, AK

May 2008-Present

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

www.suestinycostumes.com

Education & Training

Charter College – Alpha Beta Kappa, Dean's List

Anchorage, AK April 2006-April 2008

Sept 1996-Present

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; Certificate in Computerized Office Associate;
Certificate in Computerized Office Specialist

Microsoft Office Master Certification

2009

Word, Excel, Access, PowerPoint

2009

Introduction to Sharepoint

2011

Sharepoint for Site Owners & Power Users

2013

Sue Darby
907-334-2639 Work
907-746-5978 Home

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
- Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50%; improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes

Experience

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Sue's Tiny Costumes
Business Owner & Webmaster

Education & Training

Charter College – Alpha Beta Kappa, Dean's List



Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008

Sept 1996-Present www.suestinycostumes.com

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; Certificate in Computerized
Office

2009

Associate;
Certificate in Computerized Office Specialist

Microsoft Office Master Certification
Word, Excel, Access, PowerPoint

Introduction to SharePoint

SharePoint for Site Owners & Power Users

2009

2011

2013

Sue Darby

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Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

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

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 clerical processing time
 - Develop 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
 - Write technical tutorials for future staff reference
 - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) 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 (Darby Report)

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

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books, multiple articles and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - Copyright holder for both books
 - Published author in 4 magazines
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
 - Develop, design, and create charts, graphs and reports for daily 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
1995-Present		
<i>State of Alaska, Division of Senior & 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>Alaska Office Specialists</i>	Owner	Oct
2008 -Present		
<i>Books, Music & More</i>	Owner	Oct
2008 -Present		
<i>Coffee Institute</i>	Owner	Oct
2008 -Present <i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Fashion Design (Certificate)

Solano Community College Suisun,
CA Brooks College Fashion Design

Certifications

Microsoft Office 2003 Master

Nine Star Education and Employment Anchorage, AK

Training

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

Organizations, Memberships and Workshops

Balancing Life and Work John
Parker Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism

Memberships

Association of Information Technology Professionals Charter College

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

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

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Alaskans for

Palmer Hay Flats

CCS Headstart

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GNC Web Creations

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Training

Archiving Basics State of Alaska

20

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Introduction to Share Point with Lab State of Alaska

20

11

HIPAA Security 201 State of Alaska	20
Introduction to Supervisor Training State of Alaska	11
Basic Care Coordination Training for QA State of Alaska	20
Introduction to Office 2007 State of Alaska	10
	20
	09

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Balancing Life and Work John Parker
Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

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<i>Coffee Institute</i>	Owner	
	Oct 2008 –Present <i>Nine Star Education & Employment</i>	
	Career Development Mentor & Computer Instructor	
	Apr 2006-Apr 2008 <i>Volunteer Experience</i>	

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Palmer Hay Flats

CCS Headstart

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Organizations, Memberships and Workshops

Balancing Life and Work John Parker
Novel Install Fest IT Expo
AmeriCorps Conference National Association for Community Volunteerism
Association of Information Technology Professionals Charter College

Sue Darby | Webmaster & Technical Writer

Experience

Office Assistant II May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

- Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
- Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
- Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team Lead for multiple volunteers; trained and delegated duties as needed

Career Development Center Mentor/ Computer Instructor April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Business Owner 1996 to present

Sue's Tiny Costumes www.suestinycostumes.com

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites

Volunteer Work

- PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Online Marketing 2003
- www.minidolllist.com– Graphic Design 2003

Contact Sue

Email

sue@sue-a-darby.com

Phone

907-746-5978

Website

www.sue-a-darby.com

LinkedIn

www.linkedin.com/in/suedarby

Education

B. S. Business Management & Technology; Concentration in
Business Applications A.S Computer Science – Alpha Beta Kappa Honors– Charter College
2009

Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009

Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

Skills

Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw Suite

Database Improvements, Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

Training

Website Development & Design/SEO– GNC Web Creations Ongoing

SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care

Sue Darby | Webmaster & Technical Writer

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Sue Darby
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907-746-5978 Home

www.sue-a-darby.com

*900 Josh Dr
Palmer, AK 99645 sue@sue-a-darby.com*

Master Certified MS Office 2003 MS Project

MS Visio

MS SharePoint OneNote Adobe Pro

Document Design & Formatting Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements Data Tracking

Report Processes Project Management Task Management Goals

Budgets Timelines GANTT Charts

Technical Writing Web Master Marketing Business Owner HTML

CSS

JavaScript Perl

VisualBasic.net

Product Design & Development WordPress

Notable Achievements & Skills

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

Computer Skill Set

- Familiar with major PC office suites; SharePoint, Adobe
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
- Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

Business Skill Sets

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

Experience

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance *May 2008-Present*

Senior Services Technician, Office Assistant II, Admin Clerk

Nine Star Education & Employment

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 Sue's

Tiny Costumes www.suestinycostumes.com

Business Owner & Webmaster Sept 1996-Present

Education & Training

Charter College Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications & Business Management Practice



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Sue Darby

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www.sue-a-darby.com
<https://www.linkedin.com/in/suedarby>

Sue 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 2003-2010, MS Project, 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

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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
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 - Contact providers with list of missing materials
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Experience

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

Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008

Volunteer Experience

Alaskans for Palmer Hay Flats CCS

Headstart

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3.85 GPA

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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~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

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
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Sue Darby

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- Explain many MS Office skills to others ensuring efficient application use
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<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct

2008 -Present *Nine Star Education & Employment* Career Development Mentor & Computer

Instructor Apr 2006-Apr 2008 **Volunteer Experience**

Alaskans for Palmer

Hay Flats CCS

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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

Sue Darby

900 Josh Dr
Palmer, AK
907-746-5978 Home
sue@sue-a-darby.com
www.sue-a-darby.com

Sue is a specialist at bridging the communication 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 is seeking a position using multiple types of software and enjoys learning anything new.

Computer Skills

Office Suites: Master Certified MS Office 2003, MS Office Suite, MS Outlook, MS Project, MS Visio, MS SharePoint, OneNote, Adobe Pro X and XI
Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS
Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Star UML, Dia, Freemind
Operating Systems: Windows, DOS, Ubuntu, Android, SUSE
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Cloud Based: Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite, GoogleDocs
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

- Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
 - Division SME for system
 - Work with IT to improve reporting process
 - Develop batch editing for incorrect records
- 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
 - Develop and edit checklists to ensure application processing efficiency
 - Develop note entry process to provide accurate data for weekly reporting processes
 - Update and maintain Provider Certification Application and forms
 - Research date & bates stamping equipment purchase to reduce administrative processing time
- 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
 - Track marketing efforts to increase visitor conversion
 - Write posts or curate content to increase users on pages
- Website design, development, including hand coded and Wordpress based websites

Sue Darby 900 Josh Dr Palmer, AK 907-746-5978 Home sue@darby.com www.sue-a-darby.com
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¹ www.linkedin.com/in/suedarby/ @SueDarby on Twitter

- o Install, configure and maintain WordPress based sites
- o Monitor and create content, links and user accounts
- o Plan updates and upgrades to site, pages or systems
- 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)
 - o Contribute input on applicant selection or termination
 - o Review candidate resumes and qualifications
 - o Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - o 2 books, multiple articles and over 100 miniature and small doll patterns (½" tall to 3' 10" tall)
 - o Technical instructions with drawn diagrams
 - o Photography of final products
 - o Copyright holder for both books (2001)
 - o Published author in 4 magazines (2003-2005)
- Develop and continually improve administrative and unit processes
 - o Design and write tutorials, diagrams and hands on training methods and procedures
 - o Contribute to legal 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 setting and 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 (Part-Time)	Oct 1995-Present
<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Provider Quality Assurance</i>		
	Office Assistant I	Aug 2009-Nov 2011
<i>State of Alaska, Division of Senior & Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Aug 2009
<i>Alaska Office Specialists</i>	Entrepreneur (Part-Time)	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur (Part-Time)	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur (Part-Time)	Oct 2008 -Present

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Division of Senior & Disabilities Services, Provider Quality Assurance

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Division of Senior & Disabilities Services, Quality Assurance*

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Volunteer Experience

Alaskans for Palmer Hay Flats

CCS Headstart

Education

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Associate of Applied Science Degree - Business Management Practice

Certificate - Computerized Office Associate

Certificate - Computerized Office Specialist

Relevant Classes

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- Project Management
- Statistics
- Research Methodologies
- Telecommunications
- Advanced Web Development
- Visual Basic.NET
- Business Law
- Contract Management
- Human Resources
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- Perl
- Marketing
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Website Development and Design

GNC Web Creations Online

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Instructor Apr 2006-Apr 2008 *Volunteer Experience*

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 - o Design and write tutorials, diagrams and hands on training methods
 - o Contribute to formal policies during development phases
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- Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
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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
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 - o Ensure correct application routing

Experience Sue's Tiny Costumes Entrepreneur Oct 1995-Present State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician Feb 2014-Present Office Assistant II Nov 2011-Feb 2014 State of Alaska, Division of

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

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Alaskans for Palmer Hay

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- Project Management

- Statistics

- Research Methodologies
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- Contract Management
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- Marketing
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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
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Sue Darby

907-746-5978 Home

907--355-3750 Cell

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Self Paced Studies

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Learnable Courses

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20

14

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COGNOS

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

Sue Darby

907-746-5978 Home
907-707-5654 Mobile
www.sue-a-darby.com sue@sue-a-darby.com
@suedarby LinkedIn/suedarby

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)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-Present
Office Assistant II	Nov 2011-Feb
2014	
Admin Clerk II	May 2008-Nov
2011	

Nine Star Education & Employment

Career Development Mentor & Computer Instructor	Apr 2006-Apr
2008	

Sue's Tiny Costumes

Entrepreneur/Webmaster	Oct 1995-Present
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Education

Charter College

Alpha Beta Kappa

June 2009

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications
Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications
Business Management Practice

Certificate

Computerized Office Associate
Computerized Office Specialist

MS Office Master Certification

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

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

907-707-5654
[@suedarby](https://twitter.com/suedarby)

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Achievements

- Work closely with SharePoint development team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

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.
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL, and SQL based databases
- Clout and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

Business Skill Sets

- Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
- 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

Experience (Full-Time)

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Nine Star Education & Employment

Career Development Mentor & Computer Instructor	Apr
2006-Apr 2008	

Sue's Tiny Costumes, Alaska Office Specialists, Books, Music & More

Entrepreneur/Webmaster	Oct
1995-Present	

Education

Charter College

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Training

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

Bullet Point Skills

"Critical Incident F Advanced Web Development

"Habilitation Hom Budgets Timelines GANTT Charts

2 books with copy Business Law

Administrator of E CMS: WordPress, Drupal, Dreamweaver

Aid students in pr CSS

Analyze skills & is Database Improvements Data Tracking

Answer student q Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS

Assess clients for barriers & brainstorm ways to overcome them

Attend meetings & seminars to obtain information for use in training programs

Attend staff conferences to provide management with information & proposals

Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media

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

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Superv

Collect & analyze data on customer needs, & buying habits to identify potential markets

Conduct job-matching to find good fit between clients & hiring companies

Contact providers with list of missing materials

Contract Management

Contribute input on applicant interviews, selection or termination

Contribute to formal policies during development phases

Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI

Copyright holder for both books (2001)

Create templates used for generating reports & statistics

Creation and technical writing for 100 miniature & small doll patterns

Critical Incident Report Tracking" system and statistics generation

Curriculum development & delivery of online classes

Data and statistical skills including combining reports to provide data to management on processes, numbers

Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel Graphic Art S

Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and t

Design and format forms used internally and externally (Provider Certification Form and Provider Certification

Design and implementation of projects: "Habilitation Homes Project" to connect licensed homes with certified

Design and write tutorials, diagrams and hands on training methods and procedures o Contribute to legal pol

Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written p

Design improved file & labeling system, archive process, electronic file system, document naming structure,

Design improved filing & labeling system, archive process, electronic file system, document naming structure

Design improved filing & labeling system, archive processes, electronic file system, document naming structu

Design, build, & maintain web sites, using ethical search engine marketing techniques

Design, develop, & market products and services

Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learn

Develop & deliver distance education curriculum to special needs students

Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certificatio

Develop and continually improve administrative and unit processes

Develop and continually improve processes

Develop and edit checklists to ensure applications processing efficiency

Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certifi

Develop curricula, & plan course content & methods of instruction

Develop note entry process to provide accurate data for weekly reporting processes

Develop note entry process to provide accurate data for weekly reporting processes o Update and maintain F

Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final prod
Develop plan to create database connections for previously invisible information working with management &
Develop process for archival & offsite storage of files including training materials & procedure development
Develop unit SharePoint to track internal errors, processes and applications; providing report to management
Develop unit SharePoint to track internal errors, providing report to management for team development and t
Develop web site maps, & page templates that meet project goals
Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
Direct clients to appropriate resources & assist clients in their use of outside assistance
Division SME for system
Document Design & Formatting Corel Draw Suite
Draft & edit resumes, cover letters & other business correspondence
Effectively explain ideas & information to both technical & non-technical users
Effectively explain ideas and information to both technical and managerial users
Effectively explain ideas and information to both technical and managerial users o Explain many MS Office s
Ensure correct application routing
Establish & maintain relationships with businesses to stay abreast of hiring needs
Establish positive & consistent customer relations
Explain many MS Office skills to others ensuring efficient
Explain many MS Office skills to others ensuring efficient application use
Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrat
Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source optio
Familiar with major PC office suites; SharePoint, Adobe
Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting
Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
Give input for final decisions
Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind
Human Resources
Implement final product to reveal compliance issues and regulatory issues
Input confidential client information into File Maker Pro via Citrix
Install, configure and administrate multiple WordPress based websites, SharePoint site administrator
Install, configure and maintain WordPress based sites
Interview applicants to obtain information on work history, training, education, & job skills
JavaScript
JavaScript Perl
Keep up with developments in area of expertise by reading current books & articles
Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
Lead, train and delegate tasks to clerical staff
Lead, train and delegate tasks to clerical staff (up to 3 on team)
Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or te
Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or te
Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+
Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketi
Manage social media accounts, website and marketing o Track marketing efforts to increase visitor conversi
Manage social media accounts, website and marketing of patterns and books
Marketing
Master Certified MS Office 2003 MS Project
Measure & assess customer satisfaction
Measure the effectiveness of marketing, advertising, & communications programs & strategies
Monitor and create content, links and user accounts o Plan updates and upgrades to site, pages or systems
Monitor industry statistics & follow trends in trade literature or online
Monitor, evaluate, & record training activities & program effectiveness
Monthly statistic tracking & reporting for internal use & grant reporting

MS SharePoint OneNote AdobePro

MS Visio

Observe work to determine progress, provide feedback, & make suggestions for improvement

Offer specific training programs to help workers maintain or improve job skills

Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS S

Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open

Open Source: KingSoft Office, Open Office

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

Operations Management

Organization and logistics

Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & fo

Perl

Photography of final products

Present lectures & conduct discussions to increase knowledge & competence

Product Design & Development WordPress

Proficient in the use of various resources to research topics pertinent to business or employment

Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL

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

Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determin

Project Management

Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files :

Provide information to help other divisions with efforts to share data

Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person

Provide technical assistance regarding requirements

Provide technical assistance regarding requirements o Ensure correct application routing

Publish

Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams

Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In

Published author in 4 magazines (2003-2005)

Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)

Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "In

Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "In

Records retention subject matter expert

Reduce Management's information systems data entry 50%; improved time management

Report Processes Project Management Task Management Goals

Research & write business, marketing & merchandising plans

Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Research and write resumes and Curriculum Vitae; assist clients in successfully setting and attaining goals

Research date & bates stamping equipment purchase to reduce administrative processing time

Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o

Research Methodologies

Review candidate resumes and qualifications

Review candidate resumes and qualifications o Give input for final decisions

Review financial statements, sales & activity reports

Savvy with planning & marketing ideas for businesses

Screen incoming applications to ensure completeness

Screen incoming applications to ensure completeness o Contact providers with list of missing materials

Seek & provide information to help companies determine their position in the marketplace

Set project goals, determine risks, prepare contingency plan & timeline for achievement

Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro

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

Statistics

Streamline Administrative Processes

Streamline administrative processes, database improvements, data tracking and report processes

Streamline administrative processes, database improvements, data tracking and report processes o Develop

Streamline administrative processes, database improvements, data tracking and report processes o Research Streamlined Management Information Systems input, reduced time consumption by 50%

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Sue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of

Team Lead for multiple volunteers; trained and delegated duties as needed

Technical instructions with drawn diagrams

Technical Writing

Technical writing including instructions for sewing patterns, office procedures, published author, project requi

Technical writing including; office procedures, project requirements and proposals, drafting patterns

Technical Writing Web Master Marketing Business Owner HTML

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced

Telecommunications

Track marketing efforts to increase visitor conversion

UML

Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports or

Visio

Visual Basic.NET

Website design, development, & marketing including hand coded & Word Press based websites

Website design, development, & marketing; WordPress, HTML & CSS based sites

Website design, development, including hand coded and Word Press based websites

Work closely with Research and Analysis team to create reports to provide statistical data needed by senior i

Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, pr

Work with IT and Research and Analysis teams to improve main database functionality for connecting subco

Work with IT to improve reporting process o Develop batch editing for incorrect records

Work with Research and Analysis team to create reports to provide statistical data needed by senior manage

Works with IT and Research and Analysis teams on main database functionality; thus improving the connect

Write and edit HTML, CSS, JavaScript and PHP

Write business document to correct errors and improve data results for public search tool

Write posts or curate content to increase users on pages

Write technical tutorials and processes for future staff reference

on platforms.

visor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

s of providers of certain services and tracking of processes

Suites: Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind Operating Systems: Win
templates; train professional staff in use

Application)

I agencies Additional information entered for Day Habilitation providers Ongoing maintenance and reporting o
icies during development phases

processes; gather information, develop content including graphics, proofread & edit technical documents

letter template editing & standardization

, letter template editing & standardization

ure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal re

ning

n preparation

cation preparation

Provider Certification Application and forms

luction of hardcopy & electronic products
↳ IT

t for team development and training
training

kills to others ensuring efficient application use

'ator), Adobe and Open Source options. Certified in MS Office.
ins.

ermination
ermination o Review candidate resumes and qualifications
· certification
ting of patterns and books
on

SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI
n Office, Adobe Pro X and XI, KingSoft Office, Open Office

orms

. databases

re what providers are providing Habilitation services and to which clients. Currently this link between certified sent to Archiving

Miniature”

ternational Doll Magazine”, “Doll Castle News”, “Dolls, Bears & ternational Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”

- Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o
- and edit checklists to ensure application processing efficiency

ch date & bates stamping equipment purchase to reduce clerical processing time o Develop checklists to ens

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Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations

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Windows 3.1-7, DOS 3.3, Ubuntu; Android

if connecting homes

reports; UML diagrams, translate into written processes

agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensur

Develop note entry process to provide accurate data for weekly reporting processes

ure applications processing efficiency

steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Tech
steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for
steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using mul
steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using mul
lent resource for your company.

: Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Developr

the health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home

technical Writer or a business communications position where she can use her skills with multiple types of software 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 in the best way possible. She has experience with multiple types of software and precise written and oral communications for the benefit of the company.

ment with Unity and C#, A+ Certification, Android Development

e & Community Based Waiver Program

are and precise written and oral communications for the benefit of the company.
of software and precise written and oral communications for the benefit of the company.
utiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your bus

siness.

Resume Bullet Skills

- Wikipedia editor and author
- On the sidebar add pothole dodging
- Expand on this list of skills combining and moving them around as needed to be used for resume bullets and cover letters along with blog posts
- AdobePro document manipulation including merges, splits and workflows
- Data Tracking in Excel
- COGNOS report building and data tracking
- Database Improvements
- HIPAA confidentiality of mail outs during prep for mailings before a provider is sanctioned
- Report Processes
- OneNote
- Office 2010
- Document Design
- Corel Draw Suite
- Budgets
- Archiving Basics
- Goal setting talk about Battle Plan
- Visio
- Supervisor Training
- SharePoint
- Product Design & Development
- MS Visio
- Marketing
- JavaScript
- HTML
- GANTT Charts
- Document Formatting
- Project Management
- CSS
- Business Owner
- Task Management
- Technical Writing
- Timelines
- UML
- Perl
- VisualBasic.NET
- Web Master
- WordPress
-

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- Document Formatting
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- Task Management
- Technical Writing
- Timelines
- UML
- Perl
- VisualBasic.NET
- Web Master
- WordPress
-

The purpose of this spreadsheet is to collect to pieces needed to mail merge a resume based on choices for each job. Choosing various parts based on the descriptions and needs of each posting. Some pieces can be used for cover letters as well.

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to I am a specialist at bridging the gap between business managers and IT I am passionate about helping people do tasks more efficiently and am I am looking for programming work using the variety of languages I know I am looking for opportunities in the Mat-Su Valley of Alaska or Anchorage, Get to know me via www.sue-a-darby.com and my network of websites I Please be specific as to what I can do for you as a contact or what you

Technical Writing
Business Process Design
Writing
CSS
Strategic Planning
Databases
Management
Teaching
Team Building
SEO
Business Analysis
Problem Solving
Analysis
Process Improvement
SharePoint
WordPress
Editing
Team Leadership
Event Management
Marketing
Data Analysis
Project Planning
HTML
Training
Web Development
Quality Assurance
Research
Dreamweaver
Social Media Marketing
Documentation
Human Resources
Software Documentation
Programming
Project Management
Web Design
Content Management
Time Management
Troubleshooting
Star UML
Master Level MS Office

The purpose of this spreadsheet is to collect to pieces needed to mail merge a resume based on choices for each job. Choosing various parts based on the descriptions and needs of each posting. Some pieces can be used for cover letters as well.

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs t

o the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and

diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way t

:o solve problems.

Technical Writing
Business Process Design
Writing
CSS
Strategic Planning
Databases
Management
Teaching
Team Building
SEO
Business Analysis
Problem Solving
Analysis
Process Improvement
SharePoint
WordPress
Editing
Team Leadership
Event Management
Marketing
Data Analysis
Project Planning
HTML
Training
Web Development
Quality Assurance
Research
Dreamweaver
Social Media Marketing
Documentation
Human Resources
Software Documentation
Programming
Project Management
Web Design
Content Management
Time Management
Troubleshooting
Star UML
Master Level MS Office

Megan B. Conner
644 Pearl Drive, Anchorage, AK 99518
907-360-1318 megan.conner12@yahoo.com

Professional Profile

Objective

To obtain a professional career that will allow me to use my strong organizational skills and my ability to work well with people.

Personal Profile

Seeking a permanent career working in a well established agency, I am motivated and determined to train and learn more to advance to higher positions. With a strong customer service history, I will excel within a busy office and with high client interactions.

Skills Summary

- Business Procedures
- Data Entry and proper filing procedures
- Demonstrated accurate accounting procedures for all money operations and banking transactions
- Faxing, scanning, large print jobs
- Microsoft Office proficient – Word, Outlook, Excel
- Great Customer service while multi-tasking job assignments
- Accurate Records and Data Management
- Typing 85 WPM

Professional Experience

State of Alaska – Anchorage, AK October 2013 – Present

- **Office Assistant II**, process mail, date stamp incoming documents, check in applications, pre-screen packets, large mail out projects, review agency files, scan provider files to network, office product orders, BCU Variance notices, answer main phone, scheduling and reserving vehicles and conference rooms.

Denali Alaskan Federal Credit Union – Anchorage, AK August 2012 – May 2013

- **Records Management Specialist II**, scan and index member files and loan documents, ability to keep confidentiality a priority in member and employee records. OnBase, CRM, FSP, and Mobile Asset trained.

Cook Inlet Housing Authority – Anchorage, AK February 2012 – August 2012

- **Administrative Assistant**, customer service, data entry, inventory tracking, database entries, records management and proper filing procedures, incoming and outgoing mail, first point of contact.

Advance Til' Payday – Anchorage, AK – September 2007 – February 2008

Customer Service Representative, customer service, cash handling, basic office procedures, data entry, records management, scanning, faxing, copy documents, bank deposits.

Megan B. Conner
644 Pearl Drive, Anchorage, AK 99518
907-360-1318 megan.conner12@yahoo.com

•

Education

CAREER ACADEMY – Anchorage, AK
3.43 GPA – 42 Semester Credits, Business Office Technology, 2010
PERS – Galena, AK
3.5 GPA – High School Diploma, 2004

References

Deb Waits
Chalmers Support Services
Heflin, AL
(256) 748-2100 Home
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Linda Woods
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Former Office Manager
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Megan B. Conner
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Kim Burton
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Anchorage, AK 99503
(907) 269-3657
Former Co-Worker
Kimberly.Burton@alaska.gov

Heidi Dunlap
NorthStar Gas
7710 Rovenna Street
Anchorage, AK 99518
(907) 301-1167
Former Co-Worker
heidiandmike@alaska.net

Skills

Business Management

- Manage small business including product development, class development, web design & maintenance, marketing & budget
- Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
- Team Lead for up to 3 volunteers
- Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
- Collect & analyze data on customers to identify potential markets
- Research & write business, marketing, & merchandising plans
- Set project goals, determine risks, prepare contingency plan, & time line for achievement
- Project management including task management, goals, timelines and GANTT Charts

Marketing

- Search engine submission, classified ad placement, online groups marketing where appropriate.
- Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
- Develop advertising for various business websites
- Write marketing plans for businesses

Web Site Development

- Web site design & maintenance
- Install & maintain WordPress sites
- Troubleshoot hosting issues
- Write & post various articles or pages on multiple sites
- Manage & update up to 16 sites & blogs
- Track keywords, visitors & other analytical data for each site
- Proficient in white hat SEO techniques

Computers

- Communicates effectively with both technical & non-technical users
- Software & hardware user support
- Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
- Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
- Create templates to generate reports
- Input client data & statistics into database
- Develop Statistics report for use in grants
- Develop training materials for various processes, present to co-workers & management
- Design charts & graphs for Department, State & Federal reports
- Provide team with weekly charts showing application processing status
- Design, develop & maintain multiple websites & blogs
- Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

- HTML, CSS, WordPress
- Javascript, Visual basic, BASIC A, Perl
- Corel Draw, Inscape, Gimp, Paint Shop Pro
- MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
- Visio, Star UML, Dia,
- Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
- HTML, CSS, Visual Basic, JavaScript, Perl
- Chrome, Firefox, Opera, Internet Explorer
- File Maker Pro, Citrix, Dreamweaver

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Answer phones & questions from the public
- Process all incoming mail & any special handling for outgoing mail

- Organizing training sessions; materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness & updating databases as required
- Responsible for the CPR & First Aid training waivers processing
- Monitor compliance with the new requirements for training
- Backup for receptionist; dealing with callers in crisis or seeking information
- Provide technical assistance within scope of Quality Assurance, Provider Certification
- Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
- Develop specific process for processing archival & offsite storage of files
- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
- Adjust workflow to complete critical tasks in a timely manner
- Procurement of supplies for equipment & team

Career Development

- Confer with clients to determine what program will be most helpful
- Assess clients for barriers & brainstorm ways to overcome them
- Draft & edit resumes, cover letters & other business correspondence
- Conduct job-matching to find good fit between clients & hiring companies
- Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

- Assist with craft projects in a school & camp setting
- Develop classes & teach as a Camp Counselor for elementary & Jr High students
- Design display cards for St Louis Miniatures Museum display September 2003.
- Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

- Graphic art
- Studio style photography
- Seamstress
- Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
- Develop over 100 miniature & small doll patterns
- Proofread for grammar, style, content & spelling
- Grant writing based on data, knowledge & interviews with SMEs
- Follow guidelines for APA term papers
- Maintain records of files & version controls
- Policy & procedure development

Teaching

- Provide additional adult supervision & support to 20+ student pre-school classroom
- Trouble shoot pattern drafting problems
- Draft patterns, computer trouble shooting
- Develop class curriculum
- Teach computer classes to adults
- Answer student questions about various software applications
- Aid students in preparation for the Microsoft Office Specialist exams
- Distance Education Teacher for pattern drafting classes
- Yard duty including maintaining observation of rules by youngsters
- Teach goal setting workshops
- Develop basic computer classes or work one on one with students to develop skills

**Sue Darby**

B.S. Business Management & Information Technology
B.S. Business Management Practice
Alpha Beta Kappa
Microsoft Office Master

My skills can help you bridge the gap...

- * Effectively explain ideas & information to both technical & managerial users
- * Analyze & develop processes
- * Develop charts, graphs, & training UMLs
- * Technical writing
- * Office Suites: MS Office, Project, Visio, Adobe Pro Graphic Art Suites: Corel Draw
- * Operating Systems: Windows, Linux, DOS
- * Programming Languages: HTML, CSS, JavaScript, VB.net

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Summary

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

Skills

- Technical Writing
- Business Process Design
- Writing
- CSS
- Strategic Planning
- Databases
- Management
- Teaching
- Team Building
- SEO
- Business Analysis
- Problem Solving
- Analysis
- Process Improvement
- SharePoint
- WordPress
- Editing
- Team Leadership
- Event Management
- Marketing
- Data Analysis
- Project Planning
- HTML
- Training
- Web Development
- Quality Assurance
- Research
- Dreamweaver
- Social Media Marketing
- Documentation
- Human Resources
- Software Documentation
- Programming
- Project Management
- Web Design
- Content Management
- Time Management
- Troubleshooting
- Star UML
- Master Level MS Office

Experience

iA3

Technical Writer & Webmistress

10 /2015-Present

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer.

State of Alaska

Senior Services Technician

02 /2014-Present

• Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development • Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II

05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

Nine Star Education & Employment Services

Career Development Mentor & Computer Instructor

04/2006-04/2008

• Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Education

Charter College

Bachelors/Associates , Business Management Practice & Office Applications

2006-2009

Dean's List, Alpha Beta Kappa

Interests

Space, Science, Technology, Programming, Technical Writing, Web Master, Marketing, Business Owner, Photography, Sewing, Pattern Making



Sue Darby
907-334-2639 Work
907-746-5978 Home

900 Josh Dr
Palmer, AK 99645
sue@sue-a-darby.com

www.sue-a-darby.com

Master Certified MS Office 2003

MS Office 95-2010

MS Project

MS Visio

MS SharePoint 2007-2010

OneNote

Adobe Pro X & XI

Document Design & Formatting

Corel Draw Suite

UML

Visio

Streamline Administrative Processes

Database Improvements

Data Tracking

Report Processes

Project Management

Task Management

Goals

Budgets

Timelines

GANTT Charts

Technical Writing

Web Master

Marketing

Business Owner

HTML

CSS

JavaScript

Perl

Visual Basic

Profile

Sue 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. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

Notable Achievements & Skills

- Effectively explain ideas & information to both technical & non-technical users
- Convert New Provider Certification Application to fill in PDF for public use
- Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
- Design improved filing & labeling system , archive process, electronic file system , document naming structure, letter template editing & standardization
- Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information systems data entry 50% improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites
- Curriculum development & delivery of online classes

Experience

State of Alaska, Division of Senior & Disabilities Services

Quality Assurance, Provider Certification &

Compliance

Administrative Clerk II, Office Assistant I, Office

Assistant II

Anchorage, AK
May 2008-
Present

Product Design & Development

Nine Star Education & Employment Services	Anchorage, AK
Career Development Center Mentor & Computer Instructor	April 2006-April 2008
Sue's Tiny Costumes	Sept 1996-Present
Business Owner & Webmaster	www.suestintycostumes.com

Education & Training

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; Certificate in Computerized Office Associate; Certificate in Computerized Office Specialist	2009
Microsoft Office Master Certification Word, Excel, Access, PowerPoint	2009
Introduction to SharePoint	2011
SharePoint for Site Owners & Power Users	2013

Sue Darby

Highlights

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

Employment History

May 2008 to Present

Office Assistant II

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of MASST & DVR Volunteers
- Support staff for Quality Assurance Unit of fifteen professionals
- Analyze systems to make work flow more productive
- Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics report for use in grants
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Answer student questions about various software
- Aid students in preparation for the Microsoft Office Specialist exams

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

1996 to Present

Owner of Sue's Tiny Costumes

Internet Based

- Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Develop of over 100 miniature and small doll patterns
- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures

Volunteer Work

2004 Chugiak Children's Services Head Start -Classroom Aide

2003 www.integrity-designs.com - Web site Marketer

2003 www.minidolllist.com - Graphic Designer

Education

April 2006 to April 2009 B.S. Business Management & Technology B.S. Business Management Practice A.S. Business Management Practice Certificate Office Applications	Charter College Anchorage, AK
March 2007 to March 2009 Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003	Nine Star Education & Employment Services Anchorage, AK
May 2003 to present Website Development & Design GNC Web Creations	Online Self Study

Awards

Alpha Beta Kappa Lifetime Member 2009 Charter College	Anchorage, AK
Dean's List June 2006 to April 2009 Charter College	Anchorage, AK
May 1997 Alpha Gamma Sigma Honors Society Solano Community College	Suisun, CA

Professional Qualifications

Microsoft Word 2002 November 2006 Microsoft Power Point 2002 November 2006	Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX
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Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
Novel Install Fest IT Expo	Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com www.books-music-more.com		Owner	
www.alaskaos.com www.northern-gamers.com www.coffee-institute.com		(partner with George Davis)	
Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.com		Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com



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Projects

- Critical Incident Tracking & reporting
- Habilitation Homes Database Modifications
- Application Tracking System design & development
- CPR & First Aid Waiver Tracker design & development
- Shared Email Management
- Technical books (2) on pattern drafting (illustrated)
- Pattern articles for 4 magazines and patterns (100)
- Website development and maintenance

Subject Matter Expert

- Archiving policy & procedures
- Filing policy & procedures
- SharePoint solution development and site administrator
- “DS3” to “Harmony” Provider Conversion Database
- Residential Habilitation provider management
- Electronic document management
- Equipment maintenance

Additional samples and information is found via my Portfolio.

Education**Charter College****Alpha Beta Kappa 3.85 GPA**

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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

Experience**iA3.io**

Webmaster & Technical Writer

Oct 2015-Present

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance

Senior Services Technician

Feb 2014-Present

Office Assistant II

Nov 2011-Feb 2014

State of Alaska, Division of Senior & Disabilities Services, Quality Assurance

Admin Clerk II

May 2008-Nov 2011

Sue's Tiny Costumes

Entrepreneur (*currently on hiatus*)

Oct 1995-Present

Nine Star Education & Employment

Career Development Mentor & Computer Instructor

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Achievements

- Work closely with SharePoint development team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

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.
- 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 instructions for sewing patterns, office procedures, published author, project requirements and proposals
- Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
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Experience (Full-Time)

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Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications
Business Management Practice

Certificate

Computerized Office Associate
Computerized Office Specialist

MS Office Master Certification

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

Training

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

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Computer Science: Concentration in Business Applications Business Management Practice Certificate

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- Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
- 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

Experience (Full-Time)

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

Senior Services Technician	Feb 2014-Present
Office Assistant II	Nov 2011-Feb 2014
Admin Clerk II	May 2008-Nov 2011

Nine Star Education & Employment

Career Development Mentor & Computer Instructor	Apr 2006-Apr 2008
<i>Sue's Tiny Costumes, Alaska Office Specialists, Books, Music & More</i>	Oct 1995-Present
Entrepreneur/Webmaster	

Education

Charter College

Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications
Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications
Business Management Practice

Certificate

Computerized Office Associate
Computerized Office Specialist

MS Office Master Certification

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

Training

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

Sue Darby 907-746-5978 Home 907-707-5654 Mobile

www.sue-a-darby.com sue@sue-a-darby.com @suedarby LinkedIn/suedarby S

She 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 company.

Achievements

- Work closely with SharePoint development team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

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.
- 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.

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Twitter @suedarby

LinkedIn [Linkedin/suedarby](https://www.linkedin.com/in/suedarby)

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- Business Management and Technology: Concentration in Business Applications
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Certificate

- Computerized Office Associate & Computerized Office Specialist

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Budgets
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CSS
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Sue's Tiny Costumes

* Owner, Webmaster, Designer, Technical Writer & Author Sept 1996-Present

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- Programming languages such as HTML, CSS, JavaScript, VB.NET, understanding of MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist and productivity tools, provide pivot tables and charts along with reports on demand and set schedule
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Business Skill Sets

- Technical writing including office procedures, project requirements and proposals, instructions for sewing patterns, published author
- Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
- Work with Research and Analysis team to create reports to provide statistical data needed by senior management
- Developed numerous tutorial and procedures, trained multiple staff
- Worked as part of teams and workgroups for developing regulations and requirements for internal data management systems

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State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

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| <ul style="list-style-type: none"> • Senior Services Technician • Office Assistant II • Admin Clerk II | Feb 2014-Present |
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Nine Star Education & Employment

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Education

Charter College - Alpha Beta Kappa

Bachelors of Science Degree

- Business Management and Technology: Concentration in Business Applications
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Associate of Applied Science Degree

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- Business Management Practice

Certificate

- Computerized Office Associate & Computerized Office Specialist

MS Office Master Certification

Continuing Education Subjects and Training (Complete and in progress)

Statistics, Research Methodology, Telecommunications, Business Law, Contract Management, Human Resources, Operations Management, , Marketing, Java, PHP, MYSQL, Game Development with Unity and C#, A+ Certification,

AdobePro
Archiving Basics
Budgets
Business Owner
Corel Draw Suite
CSS
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Achievements

- Work closely with SharePoint team as co-administrator to ensure Archiving site calculates correct retention as per record retention schedule, provide data input, oversee volunteer and staff to complete over 160 boxes sent to storage
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Sue Darby

900 Josh Dr
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www.sue-a-darby.com

Sue 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 is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

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

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 clerical processing time
 - Develop 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
 - Write technical tutorials for future staff reference
 - Write business document to correct errors and improve data results for public search tool
- Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) 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 (Darby Report)

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

- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books, multiple articles and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
 - Copyright holder for both books
 - Published author in 4 magazines
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
 - Develop, design, and create charts, graphs and reports for daily 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Owner	Oct
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- 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

Fashion Design (Certificate)

Solano Community College Suisun, CA

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Certifications

Microsoft Office 2003 Master

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Continuing Education Subjects and Training (Complete and in progress)

Twitter @suedarby LinkedIn [Linkedin/suedarby](#)

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- Worked as part of teams and workgroups for developing regulations and requirements for internal data management systems

Experience

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance

- | | |
|------------------------------|-------------------|
| • Senior Services Technician | Feb 2014-Present |
| • Office Assistant II | Nov 2011-Feb 2014 |
| • Admin Clerk II | May 2008-Nov 2011 |

Nine Star Education & Employment

- | | |
|---|-------------------|
| • Career Development Mentor & Computer Instructor | Apr 2006-Apr 2008 |
|---|-------------------|

Education

Charter College - Alpha Beta Kappa

Bachelors of Science Degree

- Business Management and Technology: Concentration in Business Applications
- Business Management and Technology

Associate of Applied Science Degree

- Computer Science: Concentration in Business Applications
- Business Management Practice

Certificate

- Computerized Office Associate & Computerized Office Specialist

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

MS Office Master Certification

Continuing Education Subjects and Training (Complete and in progress)

Statistics, Research Methodology, Telecommunications, Business Law, Contract Management, Human Resources, Operations Management, , Marketing, Java, PHP, MYSQl, Game Development with Unity and C#, A+ Certification,

AdobePro
Archiving Basics
Budgets
Business Owner
Corel Draw Suite
CSS
COGNOS
Data Tracking
Database Improvements
Document Design
Document Formatting
GANTT Charts
GIMP
Goals
HIPAA
HTML
Inkscape
JavaScript
Linux (Ubuntu & SUSE)
Marketing
MS Visio
Office 2010
OneNote
Perl
Product Design & Development
Open Office
Project Management
Report Processes
SharePoint
Supervisor Training
Task Management
Technical Writing
Timelines
UML
Visio
VisualBasic.NET
Web Master
WordPress

Achievements

- Work closely with SharePoint team as co-administrator to ensure Archiving site calculates correct retention as per record retention schedule, provide data input, oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications for Medicaid providers; providing reports to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies and database merges and general provider record clean up

Computer Skill Set

- Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), AdobePro and Open Source options.
- Programming languages such as HTML, CSS, JavaScript, VB.NET, understanding of MySQL databases and SQL databases
- Update and maintain .Net based macro driven checklist and productivity tools, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, WordPress, Dreamweaver, Drupal and various social media platforms.

Business Skill Sets

- Technical writing including office procedures, project requirements and proposals, instructions for sewing patterns, published author
- Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
- Work with Research and Analysis team to create reports to provide statistical data needed by senior management
- Developed numerous tutorial and procedures, trained multiple staff
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Statistics, Research Methodology, Telecommunications, Business Law, Contract Management, Human Resources, Operations Management, , Marketing, Java, PHP, MYSQL, Game Development with Unity and C#, A+ Certification,

SUE DARBY

| Sue@sue-a-darby.com

| www.sue-a-darby.com

SUMMARY

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use.

I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

Get to know me via www.sue-a-darby.com and my network of websites I have been working on for 15+ years. I have a variety of topics and samples spread across 8 sites.

EXPERIENCE

IA3

10 / 2015 - Present

Technical Writer & Webmistress

IA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while learning and growing into a role as a technical writer.

STATE OF ALASKA

02 / 2014 - Present

Senior Services Technician

*Effectively explain ideas and information to both technical and non-technical users *Convert New Provider Certification Application to fill in PDF for public use *Design and implementation of the and Habilitation Homes Project to connect licensed homes with recipients and certified agencies; original and Critical Incident Report *Tracking system and statistics generation *Design improved filing and labeling system, archive process, electronic file system, document naming structure, letter template editing and standardization *Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents *Develop process for archival and offsite storage of files including training materials and procedure development *Develop plan to create database connections for previously invisible information working with management and IT *Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures *Communicates effectively with both technical & non-technical users *Adjust workflow to complete critical tasks in a timely manner *Develop specific process for processing archival & offsite storage of files *Policy & procedure development *Maintain records of files & version controls *Write technically detailed, illustrated instructions for processes

ALASKA OFFICE SPECIALISTS

10 / 2008 - Present

Virtual Office Support Administrator

Alaska Office Specialists is a service-based business offering the services of technical writing, business writing, grant writing, document template creation, report writing, content writing (minimum standards apply to all writing). Hosting, setup and maintenance of WordPress based sites, social media management. visit www.alaskaos.com for more information.

on hiatus

SUE'S TINY COSTUMES

09 / 1995 - Present

Owner, Designer, Web Master

- Manage small business including product development, class development, web design & maintenance, marketing & budget • Write technically detailed, illustrated instructions for processes & doll patterns • Distance Education Teacher for pattern drafting classes • Research & write business, marketing, & merchandising plans • Project management including task management, goals, timelines and GANTT Charts • Set project goals, determine risks, prepare contingency plan, & time line for achievement • Collect & analyze data on customers to identify potential markets • Web site design & maintenance of hand coded websites • Install & maintain Wordpress sites • Proficient in white hat SEO techniques • Track keywords, visitors & other analytical data for each site • Troubleshoot hosting issues

on hiatus

STATE OF ALASKA

05 / 2008 - 02 / 2014

Office Assistant II

Transitioned to the Senior Services Technician as my work as an Office Assistant II became more complex than the Office Assistant II position allows.

- Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust workflow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Policy & procedure development • Maintain records of files & version controls • Write technically detailed, illustrated instructions for processes • Master Certified Office 2003, SharePoint (site owner) • Visio, Star UML, Project, • Organizing training sessions; materials gathering, staff/location coordination, equipment setup • Train additional staff on various processes & assign tasks overseeing accuracy

NINE STAR EDUCATION & EMPLOYMENT SERVICES

04 / 2006 - 04 / 2008

Career Development Mentor & Computer Instructor

- Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & other business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

EDUCATION

GNC WEB CREATIONS ONLINE SEARCH ENGINE OPTIMIZATION CLASS

2002 - 2020

none , SEO

Actively participate in online forum and group discussions on business and building websites.

CHARTER COLLEGE

2006 - 2009

Bachelors/Associates , Business Management Practice & Office Applications

Dean's List, Alpha Beta Kappa, Alpha Gamma Sigma

CHARTER COLLEGE

2006 - 2009

Bachelors Business Management & Information Technology

CERTIFICATIONS

MICROSOFT OFFICE MASTER <i>Microsoft</i>	03 / 2009
MSOS: MICROSOFT WORD 2003 <i>Microsoft</i>	03 / 2007
MSOS: MICROSOFT EXCEL 2003 <i>Microsoft</i>	09 / 2007
MSOS: MICROSOFT ACCESS 2003 <i>Microsoft</i>	11 / 2007
MSOS: MICROSOFT POWERPOINT 2003 <i>Microsoft</i>	10 / 2007
MSOE: MICROSOFT WORD 2003 EXPERT <i>Microsoft</i>	11 / 2007
MSOE: MICROSOFT EXCEL 2003 EXPERT <i>Microsoft</i>	03 / 2009

PUBLICATIONS

PATTERN MAKING FOR DOLLS	06 / 2001
<i>Copyright · Authors: Sue Darby · http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-clothing-patterns/books/pattern-drafting-books/</i>	
Step-by-step guide to drafting for small dolls and fashion dolls. Fully illustrated and explained in detail how easy it is to measure and draft patterns "by the numbers" for dolls as small as 8" tall up to 46" tall. Originally self published in hard copy and now available as an e-book.	
PATTERN DRAFTING FOR MINIATURES	06 / 2001
<i>Copyright · Authors: Sue Darby · http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-clothing-patterns/books/pattern-drafting-books/</i>	
Library of Congress http://lccn.loc.gov/2004540327	
PATTERN CONSULTANT	06 / 2005
<i>International Doll Magazine · Authors: Sue Darby</i>	
Multiple articles in bi-monthly doll magazine including Little Bo Peep, Wedding Gown and "Dirty Dancing" inspired dresses for several dolls	
PUBLISHED PATTERNS	06 / 2004
<i>Dolls In MIniature · Authors: Sue Darby</i>	
Pattern for miniature smocked baby dress for 1/12 scale doll.	

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There was no evidence of a Professional Summary on the resume. Employers would like to see the "old" objective utilized. By doing so you craft the professional summary to fit their opening and company. It should be in the top third of the resume, below the Professional Social Exchange. You want to tailor it for every position. Meaning you will use the Employer's Name and Job Title in each and every Professional Summary. This will "connect the dots" immediately for the perspective employer on how you will use your skills directly for them and the position. This is vital in differentiating yourself from the other applicants.

5. Did the job seeker use Success Tools (formerly Skill Set) to highlight important and searchable skills?

Skills were listed, but do not stand out for someone reading the resume. Due to the formatting, the skills are easy to overlook. There should be nine bullet points in a table in the top third of the resume. This is the quick, but vital scan section done by employers. This is where you can illustrate keywords and the desire hire points you want an employer to see to move deeper in your resume.

6. Was the "format" or design of resume free flowing, easy to read, and navigate?

Format: This resume is hard on the eyes with the current format. It appears this job seeker is trying to squeeze a lot of information into one page, while leaving out critical information. This article will help in understanding why a 1 page resume is not recommended. <http://tinyurl.com/cf3z7w8>

7. What would be the overall changes or enhancements that could be made to the resume for higher rates of conversion?

This potential applicant for a job is a homerun. With the experience in academia, entrepreneurship, and as an employee makes them a desirable hire. It is highly recommended that the format be changed to make it easier to read this resume. It is recommended that the changes above be made for a higher conversion rate.

Sue Darley

Sue Darby

Employment History

May 2008 to Present Office Assistant II

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of MASST & DVR Volunteers
- Support staff for Quality Assurance Unit Provider Certification
- Analyze systems to make work flow more productive
- Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, peripherals
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports
- As the Office Assistant II for Quality Assurance, I am responsible for the CPR (cardiopulmonary resuscitation) & First Aid training waivers and monitor that the providers receive their paperwork in a timely fashion.
- I was part of the team that monitored compliance with the new requirements for all providers to attend CIR Training.
- I was also responsible for CIRs and the associated data entry and tracking not just for one but for all providers to report an incident if I observed that the client had more than one provider.
- The initial spreadsheet used for tracking started small and eventually evolved to track many data points that were used for early reports to the Commissioner and CMS (Center for Medicaid & Medicare Services)
- Additionally I am well versed in the use of DS3, the internal main database, various SharePoint systems including the CIR (Critical Incident Report) Database, the Archives Database, and an intermediate user of MMIS (Medicaid Management Information Systems) Database among many other useful database systems.
- Given the results of a STARS reports I can manipulate the information into useful data for management's use in reporting of fraud or other issues.
- Some of the standardized letters include Invitations to Re-certification, mandatory CIR Training, returned or denied applications for new providers and standardized e-mails for missing materials for initial and re-certifications along with decisions made on CPR (cardiopulmonary resuscitation) & First Aid Training Waivers
- Part of my duties includes backup for the reception desk for 3+ years on a regular schedule, I deal with callers who are upset or need to complain about the services or treatment they are receiving.

- After listening carefully, I determine where their issue is best directed to get them the best results. Occasionally someone walks in with a complaint and again I listen and determine who will best solve his or her issue.

April 2006 to April 2008

Career Development Center Mentor/ Computer Instructor – AmeriCorps Member

Nine Star Education & Employment Anchorage, Alaska

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

Administrative

- Cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics report for use in grants
- Answer phones & questions from the public

Computer Instruction

- Develop class curriculum
- Teach computer classes
- Answer student questions about various software
- Aid students in preparation for the Microsoft Office Specialist exams

1996 to Present

Owner of Sue's Tiny Costumes

Business Owner

- Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
- Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
- Develop of over 100 miniature and small doll patterns
- Distance Education Teacher for pattern drafting classes
- Design, develop and maintain multiple websites and blogs related to dolls and miniatures
- As a small business owner, my sole responsibility to handle all complaints about my products or service delivery in a prompt and polite manner and resolve the issue to the customer's satisfaction.

Volunteer Work

2004 Chugiak Children's Services Head Start -Classroom Aide

2003 www.integrity-designs.com - Web site Marketer

2003 www.minidolllist.com - Graphic Designer

Education

April 2006 to April 2009 B.S. Business Management & Technology B.S. Business Management Practice A.S. Business Management Practice Certificate Office Applications	Charter College Anchorage, AK
March 2007 to March 2009 Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003	Nine Star Education & Employment Services Anchorage, AK
May 2003 to present Website Development & Design GNC Web Creations	Online Self Study

Awards

Alpha Beta Kappa Lifetime Member 2009 Charter College	Anchorage, AK
Dean's List June 2006 to April 2009 Charter College	Anchorage, AK
May 1997 Alpha Gamma Sigma Honors Society Solano Community College	Suisun, CA

Professional Qualifications

Microsoft Word 2002 November 2006 Microsoft Power Point 2002 November 2006	Microsoft Access 2002 November 2006 National Computer Science Academy, Dallas, TX
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Professional Organizations & Seminar-Workshops

Association of Information Technology Professionals	2006-2009
Balancing Life & Work John Parker	Anchorage, AK August 2007
Novel Install Fest IT Expo	Anchorage, AK October 2006
AmeriCorps Conference National Association for Community Volunteerism	Anchorage, AK April 2006 & 2007

Web Site & Blog Development

www.suestinycostumes.com		Owner
Portfolio Blog http://blog.sue-a-darby.com	Sue's Tiny Costumes Blog http://weblog.suestinycostumes.com	Sue's Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com

Sue Darby

907-746-5978 Home
907-355-3750 Cell

sue@sue-a-darby.com
www.sue-a-darby.com

Sue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand and explain requirements. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years of experience with computers and is looking to make a change in career path to *Technical Writer or Business Analyst*.

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- Wikipedia author (Mark Bolzern) – write and develop Wikipedia page for iA3 founder
- Website design, content development and social media marketing for 9 sites over a period of 20 years
- Application tracking system & CPR Waiver Tracking system as SharePoint Administrator – design, develop and provide solutions to track information the main database is not programmed to track as business needs changed
- Database modification project plan for Habilitation Homes provider management – provides options to view the connections between parent and child records that was not originally part of the system. Analysis of needs and options for solutions developed
- Policy and procedure development and maintenance – consistent development of illustrated procedures for common office activities such as data entry and higher level functions such as application processes
- Technical writing for Pattern Drafting books, 100 published patterns and numerous tutorials – published in the Library of Congress, 4 magazines as well as on business website
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Skills

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| • Teaching | • Team Leadership | • Dreamweaver | • Troubleshooting |
| • Team Building | • Event Management | • Social Media Marketing | • Star UML |
| • SEO | • Marketing | • Documentation | • Master Level MS Office |

Experience

iA3 – Technical Writer & Webmaster - 10/2015-Present

State of Alaska – Senior Services Technician - 2/2014-Present and Office Assistant I & II 5/2008-2/2014

Nine Star Education & Employment Services – Career Development Mentor & Computer Instructor - 4/2006-4/2008

Sue's Tiny Costumes – Owner, Author, Webmaster - 9/1996-Present

Alaska Office Specialists, Books, Music & More, Coffee Institute – Webmaster - 2008-Present

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Sue Darby
3311 Max Cir. #2
Anchorage, AK 99507
www.sue-a-darby.com
sue@sue-a-darby.com

January 11, 2010

SRX Group
550 Post Oak #400
Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

- Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
- I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
- Data needed for meetings and other functions are early or on time consistently.
- You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
- I designed "The Darby Report" for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
- I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e-mail at sue@sue-a-darby.com. I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

Sue Darby

Sue Darby
Enclosure

Sue Darby

sue@sue-a-darby.com
www.sue-a-darby.com

Summary

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

Skills

- Technical Writing
- Business Process Design
- Writing
- CSS
- Strategic Planning
- Databases
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- Star UML
- Master Level MS Office

Experience

iA3

Technical Writer & Webmistress

10 /2015-Present

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer.

State of Alaska

Senior Services Technician

02 /2014-Present

• Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development • Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II

05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

Nine Star Education & Employment Services

Career Development Mentor & Computer Instructor

04/2006-04/2008

• Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Education

Charter College

Bachelors/Associates , Business Management Practice & Office Applications/Information Technology

2006-2009

Dean's List, Alpha Beta Kappa

Interests

Space, Science, Technology, Programming, Technical Writing, Web Master, Marketing, Business Owner, Photography, Sewing, Pattern Making

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Darby

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State of Alaska

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02 /2014-Present

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Office Assistant II

Shared Site
05/2008-02/2014

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Dean's List, Alpha Beta Kappa

Interests

Space, Science, Technology, Programming, Technical Writing, Web Master, Marketing, Business Owner, Photography, Sewing, Pattern Making

Sue
Darby

sue@sue-a-darby.com
www.sue-a-darby.com

Summary

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

Skills

- Technical Writing
 - Business Process Design
 - Writing
 - CSS
 - Strategic Planning
 - Databases
 - Management
 - Teaching
 - Team Building
 - SEO
 - Business Analysis
 - Problem Solving
 - Analysis
 - Process Improvement
 - SharePoint
 - WordPress
 - Editing
 - Team Leadership
 - Event Management
 - Marketing
 - Data Analysis
 - Project Planning
 - HTML
 - Training
 - Web Development
 - Quality Assurance
 - Research
 - Dreamweaver
 - Social Media Marketing
 - Documentation
 - Human Resources
 - Software Documentation
 - Programming
 - Project Management
 - Web Design
 - Content Management
 - Time Management
 - Troubleshooting
 - Star UML
 - Master Level MS Office

Experience

iA3

Technical Writer & Webmistress

10 /2015-Present

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer.

State of Alaska

Senior Services Technician

02 /2014-Present

- Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development • Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II

SharePoint 2013
05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

Nine Star Education & Employment Services

Career Development Mentor & Computer Instructor

04/2006-04/2008

- Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Education

Charter College

Bachelors/Associates , Business Management Practice & Office Applications/Information Technology

2006-2009

Dean's List, Alpha Beta Kappa

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Sue Darby
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907-746-5978 Home

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Master Certified MS Office 2003

MS Project

MS Visio

MS SharePoint

OneNote

AdobePro

Document Design & Formatting

Corel Draw Suite

UML

Visio

Streamline Administrative

Processes

Database Improvements

Data Tracking

Report Processes

Project Management

Task Management

Goals

Budgets

Timelines

GANTT Charts

Technical Writing

Web Master

Marketing

Business Owner

HTML

CSS

JavaScript

Perl

VisualBasic.net

Product Design & Development

WordPress

Notable Achievements & Skills

- Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
- Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
- Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

Computer Skill Set

- Familiar with major PC office suites; SharePoint, Adobe
- Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
- Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
- Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
- Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

Business Skill Sets

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

Experience

State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance May 2008-Present

Senior Services Technician, Office Assistant II, Admin Clerk

Nine Star Education & Employment

Career Development Mentor & Computer Instructor

Apr 2006-Apr 2008

Sue's Tiny Costumes www.suestinycostumes.com

Business Owner & Webmaster

Sept

1996-Present

Education & Training

Charter College Alpha Beta Kappa

Bachelors of Science Degree

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

Associate of Applied Science Degree

Computer Science: Concentration in Business Applications & Business Management



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Practice

Certificate

Computerized Office Associate & Computerized Office Specialist

MS Office Master Certification

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

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



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Corel Draw Suite

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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



Master Certified MS Office 2003
MS Office 95-2010
MS Project
MS Visio
MS SharePoint 2007-2010,
OneNote
AdobePro X & XI
Document Design & Formatting
Corel Draw Suite
UML
Visio
Streamline Administrative Processes
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Notable Achievements & Skills

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- Develop process for archival & offsite storage of files including training materials & procedure development
- Develop plan to create database connections for previously invisible information working with management & IT
- Reduce Management's information system's data entry 50% improved time management
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress); in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Creation and technical writing for 100 miniature & small doll patterns
- Website design, development, & marketing; WordPress, HTML & CSS based sites

Experience

State of Alaska, Division of Senior & Disabilities Services
Quality Assurance, Provider Certification & Compliance
Administrative Clerk II, Office Assistant I, Office Assistant II
Anchorage, AK
May 2008-Present
Nine Star Education & Employment Services
Career Development Center Mentor & Computer Instructor

Anchorage, AK
April 2006-April 2008

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Sept 1996-Present

Education & Training

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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; Certificate in Computerized Office Associate; Certificate in Computerized Office Specialist

2009

Microsoft Office Master Certification

Word, Excel, Access, PowerPoint

2009

Introduction to Sharepoint

Sharepoint for Site Owners & Power Users

2011

2013



Master Certified MS Office 2003
MS Office 95-2010
MS Project
MS Visio
MS SharePoint 2007-2010,
OneNote
AdobePro X & XI
Document Design & Formatting
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Product Design & Development

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Notable Achievements & Skills

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- Design improved file & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
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2009

Microsoft Office Master Certification

Word, Excel, Access, PowerPoint

2009

Introduction to Sharepoint

Sharepoint for Site Owners & Power Users

2011

2013

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<https://www.linkedin.com/in/suedarby>

Sue 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 2003-2010, MS Project, 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
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

Writing Achievements

- Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
- Develop and continually improve administrative and unit processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - 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
 - Contact providers with list of missing materials
 - Provide technical assistance regarding requirements
 - Ensure correct application routing

Experience

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
Admin Clerk II		May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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~

Learnable and UDemy Online

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

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

Sue Darby, Webmaster & Technical Writer

Experience

Office Assistant II

May 2008 to Present

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

- Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
- Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
- Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
- Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
- Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
- Team Lead for multiple volunteers; trained and delegated duties as needed

Career Development Center Mentor/ Computer Instructor

April 2006 to April 2008

Nine Star Education & Employment Anchorage, Alaska

- Reduce Management's information systems data entry 50%; improved time management
- Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
- Monthly statistic tracking & reporting for internal use & grant reporting
- Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

Business Owner

1996 to present

Sue's Tiny Costumes www.suestinycostumes.com

- Published author of "Pattern Drafting for Miniatures" & "Pattern Making for Dolls" (Library of Congress)
- Published author in "International Doll Magazine", "Doll Castle News", "Dolls, Bears & Anywears", & "Dolls In Miniature"
- Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
- Website design, development, & marketing including hand coded & Word Press based websites

Volunteer Work

Contact Sue

Email

sue@sue-a-darby.com

Phone

907-746-5978

Website

www.sue-a-darby.com

LinkedIn

www.linkedin.com/in/suedarby

Education

B. S. Business Management & Technology; Concentration in Business Applications A.S Computer Science – Alpha Beta Kappa Honors– Charter College 2009

Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009

Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

Skills

Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw Suite

Database Improvements, Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

Training

Website Development & Design/SEO– GNC Web Creations Ongoing

SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care Coordination for QA, Intro to Office 2007 – State of Alaska

Sue Darby, Webmaster & Technical Writer

- PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Online Marketing 2003
- www.minidolllist.com– Graphic Design 2003

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Business Marketing Courses – University Alaska Southeast 2005

Fashion Design Certificate – Solano Community College 1997

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Web Master, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

Document Design & Formatting, MS Office, MS Project, MS Visio, AdobePro, Corel Draw Suite

Database Improvements, Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

Training

Website Development & Design/SEO– GNC Web Creations Ongoing

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- Chugiak Children's Services Head Start – Classroom Aide 2004
- www.integrity-designs.com –Online Marketing 2003
- www.minidolllist.com– Graphic Design 2003

- Taught complex pattern drafting techniques via chat rooms and image sharing before online classes were popular
- Developed curriculum for pattern drafting classes and beginner computer courses
- Published author of two technical books on pattern drafting, multiple articles and patterns
- Developed numerous tutorial and procedures, trained multiple staff
- Worked as part of teams and workgroups for developing regulations and requirements for internal data management systems

Sue Darby

907-746-5978 Home

907--355-3750 Cell

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Linkedin/suedarby

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Computer 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 certified agencies
 - Additional information entered for Day Habilitation providers
 - Ongoing maintenance and reporting of connecting homes
 - “Critical Incident Report Tracking” system and statistics generation
 - Implement final product to reveal compliance issues and regulatory issues
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
 - Records retention subject matter expert
- Streamline administrative processes, database improvements, data tracking and report processes
 - Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
 - Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
 - Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
 - 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
 - Provide information to help other divisions with efforts to share data
- 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
 - Write and edit HTML, CSS, JavaScript and PHP
- 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
 - Contribute input on applicant interviews, selection or termination
 - Review candidate resumes and qualifications
 - Give input for final decisions
- Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

- Reduce Management's information systems data entry 50%; improved time management

Writing Achievements

- Develop and continually improve processes
 - Design and write tutorials, diagrams and hands on training methods
 - Contribute to formal policies during development phases
 - Design and format forms used internally and externally
 - Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
- Publish
 - 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
 - Technical instructions with drawn diagrams
 - Photography of final products
- 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

Experience

<i>Sue's Tiny Costumes</i>	Entrepreneur	Oct 1995-Present
<i>State of Alaska, Division of Senior & 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 & Disabilities Services, Quality Assurance</i>		
	Admin Clerk II	May 2008-Nov 2011
<i>Alaska Office Specialists</i>	Entrepreneur	Oct 2008 -Present
<i>Books, Music & More</i>	Entrepreneur	Oct 2008 -Present
<i>Coffee Institute</i>	Entrepreneur	Oct 2008 -Present
<i>Nine Star Education & 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 and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and 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

Self Paced Studies

- Java

Learnable Courses

- HTML 5
- CSS
- JavaScript
- PHP MYSQL
- Web design

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
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Sue Darby

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Linkedin/suedarby

Sue 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 over 20 years experience with computers and is looking to make a change in career path.

Computer 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 certified agencies
 - Additional information entered for Day Habilitation providers
 - Ongoing maintenance and reporting of connecting homes
 - “Critical Incident Report Tracking” system and statistics generation
 - Implement final product to reveal compliance issues and regulatory issues
- Administrator of Division Archiving SharePoint as well as subject matter expert for system
 - Records retention subject matter expert
- Streamline administrative processes, database improvements, data tracking and report processes
 - Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
 - Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
 - Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
 - 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
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