

Palmer, Alaska

Sue Darby

Remote

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Passion Projects

Sewing Project Manager

Project Manager, Software Developer, Technical Writer ~ July 2020 ~ Current Project

Solving the problem of locating supplies for sewing, embroidery, and crafts to reduce over buying through a tracking system for projects

Tools & Requirements: Word, Visio, VSCode, MySQL Workbench, WAMP Server, MySQL, PHP, HTML, CSS, JavaScript, JSON, XML, project planning and management, database admin, Visio, PHP, programming, software documentation, Node.js, React.js, Vue.js, SDLC, GitHub

- Concept to implementation project management and programming
- Design, layout and mapping of all pages via Visio, HTML and CSS
- Design and creation of database backend for dynamic pages

Caregiver

- Coordinate care and advocate for stroke victim 2020 ~ Present
 - Calendar and track provider appointments in and out of the home including primary care, neurology, mental health, physical, occupational and speech therapies
 - Collect all medical data and prescriptions to present to each provider at appointments tracking changes in diagnosis and medicines
 - Setup and use multiple online communication tools including WebMD, LifeSize, Zoom and others
 - Support, encourage and coach loved one through the ongoing healing process
- Provide loving support for High School Senior through the end of the school year and graduation during the pandemic
 - Guide new graduate in securing employment in target field, welding
 - Instruct in learning to drive and pass the road test leading to independence

Volunteer Work

Secretary of the Board, Customer Support, Technical Support

Alaska Collaborative for Telehealth and Telemedicine ~ Remote, Alaska ~ Oct 2017 ~ Present ~ Volunteer

Part of the Board of Directors for managing the documentation such as meeting minutes and organizing data.

Tools: Google Suite, Google Analytics, Google Tag Manager, WordPress, LastPass, LifeSize Teleconference, information gathering, content management, client services, technical documentation, website programming, design, UI, and help refine content, procedural materials for multiple audiences

- Information management for both board materials and website updates
 - Direct correspondence or answer questions via chat, email & social media
 - Work with the board to develop policies and procedures along with changes

Experience

Technical Writer

Credit Union 1 ~ Remote, Alaska ~ Jan 2022~ Feb 2022 ~ Contract

Contract technical writer to work on banking backlog writing and consulting work.

Tools & Requirements: Audacity, OneNote, excellent written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, O365, Teams, SharePoint, Visio, Word

- Procedural documentation, manage document life cycle
- Compile and format a variety of documents
- Manage multiple projects simultaneously while staying on time and under budget
- Use and document a variety of programs and systems such as
 - Mobile truck ATM
 - Internal phone system
 - Specific use cases of Audacity

Data Analyst

Launch Consulting ~ Remote, Washington ~ Nov 2018 ~ Nov 2019

As part of a team responsible for correctly parenting public sector and commercial accounts.

Tools & Requirements: Excel, Outlook, Pivot Tables, charts, graphs, Power BI Reporting, excellent written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, O365, Teams, SharePoint, PowerBI

- Conducting detailed research and analysis required to ensure compliance with established business rules.
 - Use of multiple internal systems including PowerBI, Excel, MSRA, Calc and SDS for reports and processing.
 - Processed approximately 300 accounts per month.

Senior Services Data Technician

State of Alaska ~ Anchorage, AK ~ May 2008 ~ Dec 2017

Settings Compliance & Compliance Tool

Provided project planning & management to develop a single tool to capture data, aggregate, and generate individualized notices, programming a custom macro.

Tools & Requirements: business case writing, Microsoft Office, Visio, Adobe DC, VB.net, time management, business requirements and metrics, define scope, previous experience writing documentation and procedural materials for multiple audiences, procedures, Excel reporting, project management, DDLC

- Document the processes, best practices and facilitated team training of both technical and non-technical end users
 - Brought the behind schedule project current with the workflow
 - \$1,500 saved in postage, 2-4 cases of paper & processing time
 - Time savings for team of 66%

Application Tracking System

Created an interim data tracking system using SharePoint to measure the time frames for processing applications.

Tools & Requirements: business case writing, VB.net, SharePoint, Excel, HTML, CSS, UML, pivot tables, conditional formatting, filters, lean agile methodologies, time management, communication, proven ability to handle multiple projects simultaneously, with an eye for prioritization, project management, define scope

- Application support for the team's use and updating the system
 - Program in VB.net, edit and maintain complex checklist system for daily use
 - Team efficacy improvement 74%
 - Trained team to use tool through written documentation and hands-on assistance, troubleshooting the system as site admin

Webmaster, Programmer & Technical Writer

Webmaster, Programmer & Technical Writer ~ iA3 ~ Remote, Alaska ~ Oct 2015 ~ Dec 2016 ~ Contractor

Recruited to work on iA3's website during the start-up phase and grow into not only website management and content development but programming dashboards with Angular 2 and contributing to the technical documentation of the iA3 EdgeBrain cloud system.

Tools & Requirements: Google Suite, EdgeBrain Industrial Internet of Things (IIOT) water monitoring device, Angular2, WordPress, video & teleconferencing, technical documentation, website programming, IIOT device documentation, Google Analytics, Google Tag Manager

- Document the process to install device on remote water system
 - Assist in writing Business Plan and policies
 - Gather requirements from SME
 - Write technical copy for website

Technical Writer/Webmaster/Author

Sue's Tiny Costumes ~ California/Oregon/Alaska ~ Sept 1995 ~ Present ~ Remote

Tools & Requirements: Google Suite, Google Analytics, Google Tag Manager, WordPress, video & teleconferencing

Pattern Making for Dolls ~ Registration Number TXu001082134

Pattern Drafting for Miniatures ~ Registration Number TXu001082114

International Doll Magazine, Pattern Consultant 6 published patterns

Dolls In Miniature – article

Doll Castle News – article

Alaska State Fair 2005 1st Place Little Bo Peep and her Sheep (Kitty Collier & Tiny Betsy)

Education

WozU Software Development ~ Honor Roll ~ Nov 2021~Jun 2022

SnagIt 2021 Tech Smith <https://verify.skilljar.com/c/pf37fn9u2q27>

Microsoft Office Master Certification

LinkedIn Learning, Udemy, SitePoint

Multiple topics ~ Career Development, WordPress, PHP, HTML, CSS, JavaScript, Node, React, jQuery, Instructional Design, Git, Drupal, Agile, Statistics, Python, Markdown, API, Technical Writing, Project Management, Ajax, MySQL, Salesforce, Asana, NPM and many more

EdX

Analyzing and Visualizing Data with Excel ~ Microsoft ~ DAT206x

Analyzing and Visualizing Data with Power BI ~ Microsoft~ DAT207x

Charter College ~ Alpha Beta Kappa, Dean's List

Bachelors of Science Business Management and Information Technology

Bachelors of Science Business Management

Associate of Science Computer Science: Concentration in Business Applications

Associate of Science Business Management Practice