Sue Darby

Technical Writer

Palmer, Alaska | 907-707-5654

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Professional Experience

Technical Writer
Credit Union 1

Remote, Alaska

Jan 2022-Feb 2022   Contract

Tools & Requirements: Audacity, OneNote, *excellent written and verbal communication skills*, keen eye for detail, O365, Teams, Visio, Word

- *Procedural documentation*, manage document life cycle
- Compile and format a variety of documents following *style guide*
- 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   Contract

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

- Responsible for the converting data from source to destination system(s).
- Performing troubleshooting, root cause analysis, and resolving data integrity issues.
- *Assist clients* with technical issues.
- Use of multiple internal systems for reports and processing.
- Processed approximately 300 accounts per month.

Senior Services Data Technician
State of Alaska

Anchorage, AK

May 2008 - Dec 2017   Full-Time

Tools & Requirements: *lean agile methodologies, time management, communication, proven ability to handle multiple projects simultaneously, with an eye for prioritization, business case writing, write documentation and procedural materials for multiple audiences,* Microsoft Office, Visio, Adobe DC, VB.net, time management,

project management, UAT Testing, new software updates and image testing, software and code debugging, SharePoint, HTML, CSS, UML, Excel, pivot tables, conditional formatting, filters

Hardware and Software Testing

- UAT testing of new database system to find bugs and report results to development team.
- Test new installs and upgrades of software and *providing team support* during roll out
- Test new build images; able to break the new build and find bugs in settings in less than a day of use.

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.

- 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.

- *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
iA3
Remote   Contract
Oct 2015- Dec 2016

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

- *Document the process* to install device on remote water system.
- Gather requirements from SME.

Technical Writer/Webmaster/Published Author
Sue's Tiny Costumes
Remote
Sept 1995- 2013

Write technical books and articles on pattern drafting for various size dolls.

Tools & Requirements: *video & teleconferencing, JavaScript, project planning and management, database admin, time management, communication, multi-site management and updates, software testing and code debugging,* Google Suite, Google Analytics, WordPress, cross browser compatibility testing, SEO, Word, Visio, VSCode, HTML, CSS

- Pattern Making for Dolls
- Pattern Drafting for Miniatures
- 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)

Projects & Voluneer Work

Simultaneous with other paid work

Secretary of the Board, Customer Support, Technical Support
Alaska Collaborative for Telehealth and Telemedicine
Remote
Oct 2017-Present   Volunteer
Part of the Board of Directors for managing the *documentation* such as meeting minutes and organizing data.

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

- 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.
- Compile minutes, *track documents* and ensure compliance with local regulations

Caregiver

Volunteer

Jan 2020-Dec 2021
Managed care for family members

Sewing Project Manager
Project Manager, Software Developer, Technical Writer
July 2020 - Present
Solving the problem of locating supplies for sewing, embroidery, and crafts to reduce over buying through a tracking system for projects

Tools & Requirements: *XML,* JSON, *endpoint management, API integration, GitHub, software documentation*, *Slack, JavaScript*, *software testing and code debugging,* Word, Visio, VSCode, MySQL Workbench, WAMP Server, MySQL, PHP, HTML, CSS, project planning and management, database admin, Node.js, React.js, Vue.js, SDLC, cross browser compatibility testing, SEO, Handlebars, Axios, Express, NoSQL, MongoDB, Postman

- 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.

Education

Entity Academy, WozU
Software Development

<div align="right">Honor Roll
Nov 2021-Jun 2022</div>

Charter College
Business Management & Information Technology

<div align="right">Alpha Beta Kappa, Dean's List
2006-2009</div>

- Bachelors of Science Business Management and Information Technology
- Associate of Science Computer Science: Concentration in Business Applications

Certifications

SnagIt Tech Smith 2021

Microsoft Office Master Certification

EdX
- Analyzing and Visualizing Data with Excel | Microsoft | DAT206x
- Analyzing and Visualizing Data with Power BI | Microsoft| DAT207x