

# *Sue Darby*

## *Technical Writer*

Palmer, Alaska

907-707-5654

[sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com)

<http://www.sue-a-darby.com>

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

### Soft Skills

- Excellent written and verbal communication skills
- Information gathering
- Keen eye for detail
- Lean agile methodologies
- Time management
- Proven ability to handle multiple projects simultaneously with an eye for prioritization
- Project planning and management

### Hard Skills

#### Software Development

- Software Development Life Cycle
- UAT Testing
- Software testing and code debugging
- New software updates and image testing
- API integration
- Postman, endpoint management
- SaaS, GitHub
- MongoDB, NoSQL, MySQL, MySQL Workbench
- VSCode

#### Web Programming

- HTML, JavaScript, CSS
- Express, Axios, Handlebars, JSON, Node.js, PHP
- WAMP Server, WordPress, SEO
- Cross browser compatibility testing

### Achievements

#### Published Author

- 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

### Projects

#### Hardware and Software Testing

- Translate requirements for database from simple SharePoint Application Tracking System (see below) to robust database system providing end points and needed data points
- UAT testing of new database system following written instructions to find bugs, going off script to experiment and find unknown bugs and report results to development team

#### 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%

### Experience

#### Secretary of the Board, Technical Support

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

#### Technical Writer/Webmaster/Author

Sue's Tiny Costumes ~ California/Oregon/Alaska ~

#### Technical Writer

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

#### Webmaster, Programmer & Technical Writer

Webmaster, Programmer & Technical Writer ~ iA3 ~

#### Technical Writing

- Business case writing requirements and metrics
- Write technical documentation and procedural materials for multiple audiences
- Software documentation
- Procedural documentation, manage document life cycle

#### Microsoft Office O365

- Word, Visio, SharePoint, OneNote, Outlook, Power BI Reporting
- Excel, charts, graphs, conditional formatting, reporting, filters, pivot tables

#### Open Source & Other Software

- Google Suite
- Audacity
- UML
- Video & teleconferencing, LifeSize Teleconference, Teams, Zoom
- Adobe DC

- Test new installs and upgrades of software such as MS Office 2003 to MS Office 2007 to MS Office 2015 and providing team support when rolled out to team
- Test new build images when moving from Windows XP to Windows 7; able to break the new build and find bugs in settings in less than a day of use
- \$1,500 saved in postage, 2-4 cases of paper & processing time
- Team efficacy improvement 74%

#### Sewing Project Manager

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

- 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

#### 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

#### Data Analyst

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

#### Senior Services Data Technician

State of Alaska ~ Anchorage, AK ~ May 2008 ~

Sept 1995 ~ Present ~ Remote Remote, Alaska ~ Oct 2015 ~ Dec 2016 ~ Contractor Dec 2017

Education

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

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

EdX

Analyzing and Visualizing Data with Excel ~ Microsoft ~ DAT206x

Charter College ~ Alpha Beta Kappa, Dean's List

Bachelors of Science Business Management and Information Technology

Associate of Science Computer Science: Concentration in Business Applications

Microsoft Office Master Certification

Analyzing and Visualizing Data with Power BI ~ Microsoft~ DAT207x

Bachelors of Science Business Management

Associate of Science Business Management Practice