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| PERSONAL INFORMATION | Sue Darby |
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|  | 900 Josh Dr, Palmer, AK 99645, 99645-6554 Palmer (United States) |
| 907-707-5654 |
| sue@sue-a-darby.com |
| www.sue-a-darby,com |

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| PREFERRED JOB | Technical Writer |

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| WORK EXPERIENCE |  |

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| 1 Oct 2008–Present | Technical Writer |
| Alaska Office Specialists, Palmer (United States) |
| Articles and writing samples with tools from internet or custom built and shared [www.books-music-more.com](http://www.books-music-more.com/), [www.coffee-institute.com](http://www.coffee-institute.com/), [www.craftpatternemporium.com](http://www.craftpatternemporium.com/), [www.sue-a-darby.com](http://www.sue-a-darby.com/)  ●     5+ Websites are demonstrations of website coding, writing and maintenance  ●     Author, illustrate and diagram 10+ instructions & articles written with an end user in mind  ●     Build 15+ templates to make workflows, work and repetitive tasks efficient  ●     20+ Charts and graphs; 4+ custom macros to improve workflows  ●     Install, setup, manage content creation and maintain look, security and functionality of 10+ websites |

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| 1 Sep 1995–Present | Technical Author |
| Sue's Tiny Costumes, Palmer (United States) |
| Sue's Tiny Costumes makes patterns in micro scale; designing, planning and creating products from concept to completion.  ●     Design, testing and illustrated technical writing for 100 patterns for a variety of dolls from ½” -18” tall  ●     Successful project management and project planning of 2 technical books and 100 patterns  ●     Marketing of 100 patterns via website development, blog content and social media outlets  ●     2 Website designs, development and management including new content and security  ●     Published author of 2 books with articles in 4 magazines  ○       “Pattern Drafting for Miniatures” & “Pattern Making for Dolls”, International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature “ |

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| 28 May 2008–15 Dec 2017 | Senior Services Technician |
| State of Alaska, Anchorage (United States) |
| Part of a collaborative team of 10-15 professionals. Quickly became a sought out subject matter expert in Excel, SharePoint and process improvements.  ●     66% increase in workflow via macro design, programming, development and implementation  ●     60% refinement in workflow from development of checklist tool, trained staff to maintain tool  ●     74% time gain for team from programming of tool to track certification process  ●     66% improvement of workflow processes via macro programming & process design  ●     85% increase in data collection, clean up & notification efficiency  ●     Appointed SharePoint Administrator for 2 sites to develop tools for team including technical documentation  ●     Present technical topics to non-technical and technical users in easy to understand language |

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| EDUCATION AND TRAINING |  |

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| 1 Mar 2006–13 Jun 2009 | Bachelors of Science, Business Management & Information Technology |  |
| Charter College, Anchorage (United States) | |

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | English | | | | |
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| Foreign language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| French | A1 | A1 | A1 | A1 | A1 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| Digital skills | SELF-ASSESSMENT | | | | |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |
|  | [Digital skills - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences) | | | | |

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| Other skills | ●      [Technical Writing](http://suestinycostumes.com/pattern-drafting-crash-course-for-a-child-doll)  ●      Project Management  ●      Digital, Verbal & Written Communication  ●      Problem Solving  ●      [HTML, CSS, JavaScript](http://www.alaskaos.com/web-development-history/), PHP, XML, JSON  ●      Visual Studio Code  ●      [Visio, Star UML](http://www.sue-a-darby.com/umls/), Universal Modeling Language  ●      Microsoft Office, Adobe Acrobat    [Visual Basic.NET](http://www.alaskaos.com/m4-mass-mail-merge-macro/), [WordPress](http://www.alaskaos.com/web-development-history/), [SharePoint](http://www.sue-a-darby.com/learning/projects.php), [Adobe Pro](http://www.alaskaos.com/date-stamping-in-adobe/), [PHP](http://www.sue-a-darby/learning/index.php), [Self-motivated,](http://www.sue-a-darby/learning/cont-ed.php) [Google Drive Office Suite](http://www.sue-a-darby.com/where-do-i-or-have-i-used-these-programs/), WAMP, Perl, BASIC A, MYSQL, PHPMyAdmin, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, Evernote, Toodledo, Gmail, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, Document Management, Attention to Details, Mentor Team Members, WooCommerce, Trello, Customer Centric Service, Content Management & WordPress, Self-Motivated |