July 17, 2013

Dear Ms. Patty Robinson,

I am writing in response to your posting, regarding the Analyst/Programmer I/II/III position. I presently work with the Anchorage Division of Senior and Disabilities Services, Provider Certification and Compliance Unit and I feel that my day-to-day workload and skill set would fit well into the Analyst/Programmer position.

As the primary support for Division of Senior and Disabilities Services, Provider Certification and Compliance, I have achieved many things.

 Effective oral and written communication; I present on a weekly basis an update of the status of Certification applications received or are due but have not been received. I also present any workflow improvement ideas, which have included SharePoint Site Workflows, Habilitation Project Database Modifications, and effective arguments for hardware, software and equipment purchases or upgrades. Recently when the interactive search tool for providers began returning incorrect results, I was able to communicate the error to IT, management, and programmers and then present the business requirements for the programmers to begin work on correcting the error. In addition, I was also able to pull and modify a static report to work in the interim.

 The desire and ability to work with several different technologies and platforms; I currently primarily work in MS Office 2010 but my most recent assignment is to develop the unit SharePoint Site with a document Library, Discussion area and many other features such as letter auto generators. Within this project, I am developing a plan to make the team’s workflows smoother by implementing database connections, with IT support, to many of the letters sent out on a daily basis. I am developing multiple pages to explain and streamline the process until all the connections are in place.

 Experience working with web sites; I currently have 5 personal domains and 6 subdomains that I have developed either with hand coded sites or WordPress sites over the course of the last 10 years. I am in the process of moving back towards HTML5 based sites.

 Experience writing and maintaining mainframe applications; I would like to learn how to work within mainframes and develop my skills with applications further. I found Perl, Visual Basic and MySQL incredibly interesting and fun to work with.

 Ability to work with concurrent priorities and deadlines; I have worked proactively to suggest and implement solutions to new or changing work processes for certification requirement documentation, development, and use of reports to monitor caseload statuses, handling of communications with providers, archiving files, file maintenance, and PCA training waivers.

 Ability to work independently and as part of a team; With the development of new regulations, I have been very involved in the development of the new applications, along with new file processes, tools and procedure development. This requires a familiarity with regulations, both current and future versions, current policies, and terminology related to the Medicaid Home & Community Based Waiver programs along with the PCA programs. Additionally I have been responsible for the creation of a large collection of process UML diagrams and a number of written and illustrated procedural documents.

 Excellent problem-solving abilities; One of my ongoing projects is the workflow improvement of the Division's DS3 database. The objective of the database project is to show the relationships between the Certified Providers and the contracted Habilitation Homes. While in consultation with the Research & Analysis Team and IT Services, I determined the changes needed to modify the database for a new set of data. This modification and complex data entry, requires a detailed knowledge of the types of habilitation services, an analysis of the home’s licenses, along with, a detailed process of database connections, and merging of records. This will allow the Division to monitor our habilitation recipients and the licensed environments more closely for compliance.

 Adept at learning new technologies; I have a long history of internet use and have been working in various languages such as Basic A, HTML, CSS, JavaScript, Perl, Visual Basic and more recently HTML5, CSS 3, UML, and MySQL, I am always very interested in learning more.

 Work history that demonstrates successfully and consistently following schedules, setting goals, accomplishing objectives and meeting deadlines. I have consistently screened 30-40 incoming certification applications per month; ensuring timeliness of submission, completeness, documenting dates submitted, communicating with providers via phone, e-mail & in person, developing and implementing tools and distributing to evaluation staff as quickly as possible. I frequently use Adobe Acrobat Pro to scan data and save it to PDF formats later converting to Word or Excel for further use and analysis.

* I have been instrumental in the development of a more efficient Archiving process for files including off-site storage and the training for other units in the new SharePoint Archive site. I identified inefficiencies with the SharePoint and am currently working with IT support to correct and improve the speed of the system overall.
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The Bachelors of Business Management and Technology degree I completed in 2009 included many useful classes in statistics, technical writing, business law, database creation and administration, programming, project management. This helped lay the groundwork for my ability to manage a high volume of time sensitive work, while simultaneously applying the skill sets learned in the workforce. As part of my degree requirements, I am Master Certified in Microsoft Office 2003; my skill set also includes full familiarity with Office 2007 and Office 2010, along with Owner privileges in the unit’s SharePoint. I recently completed a class in SharePoint for Site Owners and Power Users to further my skills in website management.

I bring a wealth of experience that can assist with solutions andaction plans, plus my analytical abilities. I would like to encourage you to visit [**www.sue-a-darby.com**](http://www.sue-a-darby.com)to view some of my previous work. I would be delighted to meet with you, and your team, to explore options employment with the Department of Natural Resources. Please contact me at 907-334-2369 or 907-746-5978or e-mail [**sue@sue-a-darby.com**](mailto:sue@sue-a-darby.com) to arrange for a time to speak.

Sincerely,

Sue Darby