**Skills**

**Business**

- Strong work ethic

- Proactive time management

- Problem solving & creativity

- Self-motivated

- Driven to excellence

- Procedure writing

- Tracking systems development

- Tracking systems management

- Operations Management

- Marketing

- Archiving

- Project Management

- Technical Writing

- Problem Solving

- Data Tracking

**Technical**

- Universal Modeling Language (UML)

- VisualBasic.NET/Basic A

- MYSQL/SQL

- Perl

- HTML

- CSS

- Javascript

- Data Analytics

- Content Management Systems

- Cloud Tools

- Corel Draw Suite

- WordPress

- Microsoft Word

- Microsoft Excel

- Microsoft PowerPoint

- Microsoft Access

- Microsoft Outlook

- Microsoft Publisher

- Microsoft SharePoint

- Microsoft Visio

**Experience**

**Senior Services Technician, Office Assistant II, Office Assistant I, Admin Clerk II**

State of Alaska 2008-Present

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program. Full-time

**Key Contributions**

***Certification***

- Maintain and quality control 1500+ files ensuring all items required by regulation are present in folders

- Create and maintain system generated reports for tracking applications for service applicants, waivers, onsite reviews, and other quality assurance processes.

- Provides technical assistance to applicants and providers regarding application process, setting up additional accounts, and corresponding with the fiscal agent for billing purposes.

***Compliance***

- Improve workflow process by 66% through use of technology

- Build Master Site Review Tool improving data collection and notification efficiency by 85%

- Maintain calendar and email management for team tracking during travel

***"Other Duties as Assigned"***

- Builds & maintains (UML) Universal Modeling Language diagrams of unit processes, writes or updates written processes as assigned

- Archives subject matter expert and SharePoint site Administrator working with IT for improvements and troubleshooting issues

- Subject matter expert called on to define unit needs for reporting in new database system during development stages

**Career Development Mentor & Computer Instructor**

Nine Star Education & Employment 2006-2008

Sue Darby, was an AmeriCorps Member, in the Career Development Center of Nine Star Education and Employment Services. Full Time Contract

- Cut Management Information Systems input time by 50%

- Develop class curriculum; teach computer classes

- Aid students in preparation for the MOS exams

- Drafts and edits resumes, cover letters and other business correspondence

**Technical Writer, Author, Webmaster, Marketing, Business Owner, Product Developer, Instructor**

Sue's Tiny Costumes 1995-Present

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Sue Darby owns and operates the business and has since 1996. She has published 2 books to the Library of Congress "Pattern Drafting for Miniatures" and "Pattern Making for Dolls". In addition to books she has published over 100 patterns for dolls and been featured in doll and miniature magazines. Part-time

**Key Contributions**

- Project planning and management of technical books and patterns; technical writing of instructions

- Website design, development and management including content, photography and security

- WordPress management, installation, updates and security of multiple sites

**Education**

**Charter College – Alpha Beta Kappa, Dean’s List, Perfect Attendance**

B.S. Degree in Business Management & Technology: Concentration in Business Applications

B.S. Degree in Business Management & Technology

Associate of Applied Science Degree in Computer Science : Concentration in Business Applications

Associate of Applied Science Degree in Business Management Practice

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

**Microsoft Office Master Certification**

Word, Excel, Access, PowerPoint

**Additional State Training**

HIPAA

Security

SharePoint

Supervisor Training

COGNOS

Archiving

**Other Education Sources**

YouTube

OSTraining

UDemy

SkillCrush

StackSkills