***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years experience with computers and is looking to make a change in career path.

***Computer Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Design and implementation of projects:
  + “Habilitation Homes Project” to connect licensed homes with certified agencies
    - Additional information entered for Day Habilitation providers
      * Ongoing maintenance and reporting of connecting homes
  + “Critical Incident Report Tracking” system and statistics generation
  + Implement final product to reveal compliance issues and regulatory issues
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
  + Records retention subject matter expert
* Streamline administrative processes, database improvements, data tracking and report processes
  + Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
  + Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o Develop note entry process to provide accurate data for weekly reporting processes
* Effectively explain ideas and information to both technical and managerial users
  + Explain many MS Office skills to others ensuring efficient application use
  + Write technical tutorials and processes for future staff reference
  + Write business document to correct errors and improve data results for public search tool
  + Provide information to help other divisions with efforts to share data
* Manage social media accounts, website and marketing of patterns and books
  + Track marketing efforts to increase visitor conversion
* Website design, development, including hand coded and Word Press based websites
  + Write and edit HTML, CSS, JavaScript and PHP
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to clerical staff
  + Contribute input on applicant interviews, selection or termination
  + Review candidate resumes and qualifications
  + Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
* Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* Develop and continually improve processes
  + Design and write tutorials, diagrams and hands on training methods
  + Contribute to formal policies during development phases
  + Design and format forms used internally and externally
  + Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Publish
  + 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  + Technical instructions with drawn diagrams
  + Photography of final products
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor

***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* Technical Writing
* Project Management
* Statistics
* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Self Paced Studies**

* Java

**Learnable Courses**

|  |  |  |
| --- | --- | --- |
| * HTML 5 |  | |
| * CSS |
| * JavaScript |
| * PHP MYSQL |
| * Web design |
| **Website Development and Design** |
| GNC Web Creations Online |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
| **Training** |
| COGNOS |  | 2014 |
| HIPAA Security 201 State of Alaska |  | 2014 |
| Archiving Basics State of Alaska |  | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |  |
| Introduction to Supervisor Training State of Alaska |  | 2011 |
| Basic Care Coordination Training for QA State of Alaska |  | 2010 |
| Introduction to Office 2007 State of Alaska |  | 2009 |

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:**

MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art**

**Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Technical Achievements***

* Website design, development, including hand coded and Wordpress based websites
* Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II

***Experience (Part-Time)***

May 2008-Nov 2011

*Sue’s Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistics ~ Research Methodologi Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law

~ Contract

Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

|  |  |
| --- | --- |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |

Introduction to Office 2007 State of Alaska 2009

***Computer Skills***

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

***Technical Achievements***

* Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
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* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
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* Website design, development, including hand coded and Wordpress based websites
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***Management Achievements***

* Lead, train and delegate tasks to support staff
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***Writing Achievements***

* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

***Experience (Part-Time)***

|  |  |  |
| --- | --- | --- |
| *Sue’s Tiny Costumes Alaska Office Specialists* | Entrepreneur Entrepreneur | Oct 1995-Present Oct 2008 -Present |
| *Books, Music & More* | Entrepreneur | Oct 2008 -Present |
| *Coffee Institute* | Entrepreneur | Oct 2008 -Present |

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing ~ Project Management ŸŸŸ~

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ **Additional Online Courses via Learnable & Udemy** JavaScript ~ Java ~ HTML 5 ~ CSS ~ JavaScript ~ PHP ~ MYSQL ~ Web design ~ Game Design with Unity

**Training**

COGNOS 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska 2012

|  |  |
| --- | --- |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |

***Computer Skills***

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

***Technical Achievements***

* Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
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Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

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***Experience (Part-Time)***

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| *Coffee Institute* | Entrepreneur | Oct 2008 -Present |

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**Relevant Classes**

~Technical Writing ~ Project Management ŸŸŸ~

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ **Additional Online Courses via Learnable & Udemy** JavaScript ~ Java ~ HTML 5 ~ CSS ~ JavaScript ~ PHP ~ MYSQL ~ Web design ~ Game Design with Unity

**Training**

COGNOS 2014

|  |  |
| --- | --- |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise communications for the benefit of the company.

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver, MS SharePoint 2007-2010

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003, 2010, Project, Visio, , OneNote, Adobe Pro X and XI

***Achievements***

* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting
* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management
* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Successful design and implementation of projects; Habilitation Homes (300+ providers connected)
* Website design, development, including hand coded and WordPress based sites (14 domains and subdomains managed)
* Administrator of Division Archiving SharePoint as well as subject matter expert for system

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

|  |  |  |
| --- | --- | --- |
| Admin Clerk II  ***Experience (Part-Time)*** |  | May 2008-Nov 2011 |
| *Sue’s Tiny Costumes* | Entrepreneur/Webmaster | Oct 1995-Present |
| *Alaska Office Specialists* | Entrepreneur/Webmaster | Oct 2008 -Present |

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

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***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~

Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

|  |  |
| --- | --- |
| **Training**  COGNOS (database report manager) | 2014 |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |
| ***Sue Darby*** |  |
| 907-746-5978 Home 907--355-3750 Cell |  |
| [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](mailto:sue@sue-a-darby.com) |  |
| Twitter: @suedarby Linkedin <https://www.linkedin.com/in/suedarby> |  |

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Achievements***

* Successful design and implementation of projects; Habilitation Homes (300+ providers connected)
* Website design, development, including hand coded and WordPress based sites (14 domains and subdomains managed)
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting
* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management
* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

***Experience (Part-Time)***

|  |  |  |
| --- | --- | --- |
| *Sue’s Tiny Costumes*  Present | Entrepreneur/Webmaster | Oct 1995- |
| *Alaska Office Specialists* | Entrepreneur/Webmaster | Oct 2008 -Present |
| *Books, Music & More* | Entrepreneur/Webmaster | Oct 2008 -Present |
| *Coffee Institute* | Entrepreneur/Webmaster | Oct 2008 -Present |

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

|  |  |  |
| --- | --- | --- |
| Archiving Basics State of Alaska  Introduction to Share Point with Lab State of Alaska | 2012 | 2011 |
| Introduction to Supervisor Training State of Alaska |  | 2011 |
| Basic Care Coordination Training for QA State of Alaska Introduction to Office 2007 State of Alaska | 2009 | 2010 |
| ***EXPERIENCE New*** |  |  |

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Office Assistant II May 2008

to Present Anchorage

, AK

***Nine Star Education & Employment***

Career Development Center Mentor & Computer Instructor April 2006 to April 2008

Anchorage, Alaska

[***Sue's Tiny Costumes***](http://www.suestinycostumes.com/)Owner Webmaster Author 1996 to present

***Additional Work Experience***

[Books, Music & More](http://www.books-music-more.com/)

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[Alaska Office Specialists](http://www.alaskaos.com/)

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Coffee Institute

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***Michael’s Arts & Crafts***

Cashier, Stock Clerk, Events Coordinator

Portland, OR

***New Marine World Theme Park***

Outback Gift Shop Clerk Vallejo CA

***Steamboat Ski Corp*** Food Service Cashier Steamboat Springs, CO

***Hamilton Stores***

Fountain Cashier Steamboat Springs, CO

***Solano College Fashion Design Department***

Computer Tutor Suisun, CA

***Camp Rotary***

Arts & Crafts Counselor Boxford, MA

***Marine World***

Food Service Cashier Vallejo, CA

***House of Fabrics*** Floor Clerk Fairfield, CA

***Volunteer Work***

***PRIDE Program Rasmussen***

Grant Writer 2008

***Chugiak Children's Services Head Start***

Classroo m Aide 2004

***[www.integrity-designs.com](http://www.integrity-designs.com/)***

Web site Marketer 2003

***[www.minidolllist.com](http://www.minidolllist.com/)***

Graphic Designer 2003

***Shirley's Creative***

***Designs*** Production Assistant July 1992 to 2002

***SKILLS New***

***Administrative***

1. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
2. Adjust workflow to complete critical tasks in a timely manner
3. Develop specific process for processing archival & offsite storage of files
4. Brainstorm ways to streamline the administrative processes
5. Procurement of supplies for equipment & team
6. Answer phones & questions from the public
7. Process all incoming mail & any special handling for outgoing mail

***Writing- Business, Creative & Technical***

1. Policy & procedure development
2. Maintain records of files & version controls
3. Write technically detailed, illustrated instructions for processes & doll patterns
4. Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
5. Proofread for grammar, style, content & spelling
6. Grant writing based on data, knowledge & interviews with SMEs
7. Follow guidelines for APA papers

***Computers***

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Create templates to generate reports
5. Develop Statistics report for use in grants
6. Develop training materials for various processes, present to co-workers & management
7. Design charts & graphs for Department, State & Federal reports
8. Design, develop & maintain multiple websites & blogs
9. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
10. Input client data & statistics into database

***Software & Programming***

1. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
2. SharePoint (site owner)
3. Visio, Star UML, Dia,
4. Corel Draw, Inscape, Gimp, Paint Shop Pro
5. HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
6. Chrome, Firefox, Opera, Internet Explorer
7. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
8. File Maker Pro, Citrix, Dreamweaver

***Business Management***

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Research & write business, marketing, & merchandising plans
4. Project management including task management, goals, timelines and GANTT Charts
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Collect & analyze data on customers to identify potential markets

***Teaching***

1. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
2. Develop class curriculum
3. Teach computer classes to adults
4. Teach goal setting workshops
5. Develop basic computer classes or work one on one with students to develop skills
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Assist with craft projects in a school & camp setting
10. Develop classes & teach as a Camp Counselor
11. Provide additional adult supervision & support to 20+ student pre-school classroom
12. Yard duty including maintaining observation of rules by youngsters

***Web Site Development***

1. Web site design & maintenance of hand coded websites
2. Install & maintain Wordpress sites
3. Proficient in white hat SEO techniques
4. Track keywords, visitors & other analytical data for each site
5. Troubleshoot hosting issues

***Marketing***

1. Write marketing plans for businesses
2. Develop advertising for various business websites
3. Search engine submission, classified ad placement, online groups marketing where appropriate.

***Career Development***

1. Assess clients for barriers & brainstorm ways to overcome them
2. Draft & edit resumes, cover letters & other business correspondence
3. Confer with clients to determine what program will be most helpful
4. Conduct job-matching to find good fit between clients & hiring companies
5. Direct clients to appropriate resources & assists clients in their use of outside assistance

***Additional Skills***

1. Trouble shoot pattern drafting problems
2. Draft patterns, computer trouble shooting

***Linked In***

* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Master Certified Office 2003, SharePoint (site owner)
* Visio, Star UML, Project,
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Train additional staff on various processes & assign tasks overseeing accuracy
* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Write technically detailed, illustrated instructions for processes & doll patterns
* Distance Education Teacher for pattern drafting classes
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets
* Web site design & maintenance of hand coded websites
* Install & maintain Wordpress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Develop class curriculum
* Teach computer classes to adults
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Confer with clients to determine what program will be most helpful
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

***Duties new page***

1. Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
2. Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
3. Provide team with weekly charts showing application processing status
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
6. Team Lead for up to 3 volunteers; training & assigning tasks,

checking work as needed

1. Screen Certification Packets, checking for completeness & updating databases as required
2. Manage multiple group e-mail boxes; directing messages or resolving issues as needed
3. Write & post various articles or pages on multiple sites
4. Manage & update up to 16 sites & blogs
5. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
6. Responsible for the CPR & First Aid training waivers processing
7. Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
8. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

***ACHIEVEMENTS new page***

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.
3. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
4. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears

& Anywears, & Dolls In Miniature

1. Cut Management Information Systems input time by 50%
2. Develop over 100 miniature & small doll patterns By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SHAREPOINT

***PROJECTS new page***

**Dolls In Miniatu**

**re** Smocke d Dress **Interna tional Doll**

Kitty

Bo Peep

**Dolls, Bears & Anywears ARCHIVES procedure development**

**Habilitation Homes project from Idea to implementation**

*EDUCATION & TRAINING*

**Bachelors– Alpha Beta Kappa**

Business Management Practice

Business Management & Information Technology

**Associates**

Business Management Practice

Business Management & Information Technology

**Certificate**

Office Applicatio ns April

2006 to

April 2009

Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

**Website Development & Design**

May 2003 to present

[GNC Web Creations](http://www.gnc-web-creations.com/) Universal City, TX

**Business Marketing**

August-December 2005

University Alaska Southeast Juneau, AK

**Fashion Design (Certificate)**

September 1995 to May 1997

Solano Community College Suisun, CA

***Certifications***

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

#### Training

**State of Alaska**

Advanced SharePoint for Site Owners & Power Users June 2013 Introduction to Share Point with Lab April 2011 HIPAA Security 201 Training

March 2011 Introduction to Supervisor Training March 2011

Basic Care Coordination Training for Quality Assurance March

2010 Introduction to Office 2007 May 2009

***Organizations, Memberships & Workshops***

Balancing Life & Work with John Parker Anchorage, AK - August 2007

Novel Install Fest IT Expo Anchorage, AK - October 2006

AmeriCorps Conference National Association for Community Volunteerism Anchorage, AK - April 2006 & 2007

***Professional Memberships***

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

***Other***

***PDF documents Screen shots of projects Scans of magazine articles***

***EXPERIENCE Current***

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Office Assistant II May 2008 to Present

**Professional Achievements**

1. Convert New Provider Certification Application to fill in PDF for public use
2. Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
3. Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

***Nine Star Education & Employment Anchorage, Alaska***

*Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008*

**Professional Achievements**

1. Reduce Management’s information systems data entry 50%
2. Statistic tracking & reporting for internal use & grants

[***Sue's Tiny Costumes***](http://www.suestinycostumes.com/) ***1996 to present***

*Web Based*

**Professional Achievements**

1. Published author of 2 books and 6 articles in various magazines
2. Product development
3. Website design, development, & marketing
4. Curriculum development for online classes

**Additional Work**

[***Books, Music & More***](http://www.books-music-more.com/) ***2008 to present***

*Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management [***Alaska Office***](http://www.alaskaos.com/)[***Specialists***](http://www.alaskaos.com/) ***2008 to Present*** *Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management

***Coffe e Instit ute*** House of Fabric s Camp Rotary Comp uter Tutor Hamilt on

Stores Steam boat Ski Corp Wal- Mart Mi

ch ael ’s Ma rin e Wo rld **Vo lun tee r W**

**or k**

1. PRIDE Program Rasmussen - Grant Writer 2008
2. Chugiak Children's Services Head Start - Classroom Aide 2004
3. [www.integrity-designs.com](http://www.integrity-designs.com/) - Web site Marketer 2003
4. [www.minidolllist.com](http://www.minidolllist.com/) - Graphic Designer for 2003
5. Shirley's Creative Designs - Production Assistant July 1992 to 2002

***SKILLS Current***

***Business Management***

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Team Lead for up to 3 volunteers
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Collect & analyze data on customers to identify potential markets
6. Research & write business, marketing, & merchandising plans
7. Set project goals, determine risks, prepare contingency plan, & time line for achievement
8. Project management including task management, goals, timelines and GANTT Charts

***Marketing***

1. Search engine submission, classified ad placement, online groups marketing where appropriate.
2. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
3. Develop advertising for various business websites
4. Write marketing plans for businesses
5. ***Web Site Development***
6. Web site design & maintenance
7. Install & maintain Wordpress sites
8. Troubleshoot hosting issues
9. Write & post various articles or pages on multiple sites
10. Manage & update up to 16 sites & blogs
11. Track keywords, visitors & other analytical data for each site
12. Proficient in white hat SEO techniques

***Computers***

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
5. Create templates to generate reports
6. Input client data & statistics into database
7. Develop Statistics report for use in grants
8. Develop training materials for various processes, present to co-workers & management
9. Design charts & graphs for Department, State & Federal reports
10. Provide team with weekly charts showing application processing status
11. Design, develop & maintain multiple websites & blogs
12. Manage two group e-mail boxes in addition to primary & secondary inbox

***Software & Programming***

1. HTML, CSS, WordPress
2. Javascript, Visual basic, BASIC A, Perl
3. Corel Draw, Inscape, Gimp, Paint Shop Pro
4. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
5. Visio, Star UML, Dia,
6. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
7. HTML, CSS, Visual Basic, JavaScript, Perl
8. Chrome, Firefox, Opera, Internet Explorer
9. File Maker Pro, Citrix, Dreamweaver

***Administrative***

1. Cut Management Information Systems input time by 50%
2. Brainstorm ways to streamline the administrative processes
3. Answer phones & questions from the public
4. Process all incoming mail & any special handling for outgoing mail
5. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
6. Screen Certification Packets, checking for completeness & updating databases as required
7. Responsible for the CPR & First Aid training waivers processing
8. Monitor compliance with the new requirements for training
9. Backup for receptionist; dealing with callers in crisis or seeking information
10. Provide technical assistance within scope of Quality Assurance, Provider Certification
11. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
12. Develop specific process for processing archival & offsite storage of files
13. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
14. Adjust workflow to complete critical tasks in a timely manner
15. Procurement of supplies for equipment & team

***Career Development***

1. Confer with clients to determine what program will be most helpful
2. Assess clients for barriers & brainstorm ways to overcome them
3. Draft & edit resumes, cover letters & other business correspondence
4. Conduct job-matching to find good fit between clients & hiring companies
5. Direct clients to appropriate resources & assists clients in their use of outside assistance

***Creative***

1. Assist with craft projects in a school & camp setting
2. Develop classes & teach as a Camp Counselor for elementary & Jr

High students

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.

***Writing- Business, Creative & Technical***

1. Graphic art
2. Studio style photography

* Seamstress

1. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
2. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
3. Develop over 100 miniature & small doll patterns
4. Proofread for grammar, style, content & spelling
5. Grant writing based on data, knowledge & interviews with SMEs
6. Follow guidelines for APA term papers
7. Maintain records of files & version controls
8. Policy & procedure development

***Teaching***

1. Provide additional adult supervision & support to 20+ student pre-school classroom
2. Trouble shoot pattern drafting problems
3. Draft patterns, computer trouble shooting
4. Develop class curriculum
5. Teach computer classes to adults
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Yard duty including maintaining observation of rules by youngsters
10. Teach goal setting workshops
11. Develop basic computer classes or work one on one with

students to develop skills

Support staff for Provider Quality Assurance & Compliance Reports for Centers for Medicaid & Medicare Services, State

Commissioner, Department of Health & Social Services, and Provider Certification Quality Assurance Unit

Brainstorm process improvements, make suggestions, implement approved plans, & write technical documents for process revising as necessary.

UML diagrams of process to show flow of steps and order is correct Team Lead for up to three volunteers

Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes, & designing of new application, forms

Set project goals, determine risks, prepare contingency plan, & time line for achievement

Project management including task management, goals, timelines, and GANTT Charts

Brainstorm ways to streamline the administrative processes Process all incoming mail & any special handling for outgoing mail Organizing training sessions; materials gathering, staff/location coordination, equipment setup

Screen Certification Packets, checking for completeness & updating databases as required

Compare data from Access Database and update main database in multiple locations

Responsible for the CPR & First Aid training waivers processing and tracking

Monitor compliance with the new requirements for training

Backup for receptionist; dealing with callers in crisis or seeking information Provide technical assistance to providers within scope of Quality Assurance, Provider Certification

Develop specific process for processing archival & offsite storage of files Ability to understand, analyzes, apply, & explain complex program statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner Procurement of supplies for equipment & team

Manage small business including product development, class development, web design & maintenance, marketing & budget

Develop over 100 miniature & small doll patterns, including diagrams and technical detailed instructions

Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls

Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature

Search engine submission, classified ad placement, online groups marketing where appropriate.

Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums

Develop advertising for various business websites Write marketing plans for businesses

Web site design & maintenance Install & maintain WordPress sites Troubleshoot hosting issues

Write & post various articles or pages on multiple sites Manage & update up to 16 sites & blogs

Track keywords, visitors & other analytical data for each site Proficient in white hat SEO techniques

Design display cards for St Louis Miniatures Museum display September 2003. Design Library Cards for the Miniature Doll University.

Graphic art Studio style photography Seamstress

Proofread for grammar, style, content & spelling Computer Skills: Dreamweaver, HTML, CSS, WordPress Javascript, Visual basic, BASIC A, Perl,

HTML, CSS, Corel Draw, Inscape, Gimp,

Paint Shop Pro

MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office Visio, Star UML, Dia,

Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android Chrome, Firefox, Opera, Internet Explorer

Streamlined Management Information Systems input, reduced time

consumption by 50%

Savvy with planning & marketing ideas for businesses

Skilled in the use of Microsoft Office2003, Project 2003, Dreamweaver, Linux SUSE & UBUNTU

Excellent planning, research, and technical writing skills Develop class curriculum according to general guidelines

Ability to communicate with both technical and non-technical users

Collaborate with coworkers & supervisors concerning ways to streamline administration

Create templates used for generating reports & statistics Answer phones & address questions from the public

Input confidential client information into File Maker Pro via Citrix Assess clients for barriers & brainstorm ways to overcome them Draft & edit resumes, cover letters & other business correspondence

Direct clients to appropriate resources & assist clients in their use of outside assistance Conduct job-matching to find good fit between clients & hiring companies

Technical

* Reduce Management's data entry workload by 50%
* Streamline administrative processes, database improvements
* Effectively explain ideas & information to both technical & managerial users
* Project management including; task management, goals, budgets, timelines & GANTT Charts
* Design & implementation of the Habilitation Homes project to connect licensed homes with recipients & certified agencies

***EXPERIENCE***

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Office Assistant II May 2008 to Present

**Professional Achievements**

* Convert New Provider Certification Application to fill in PDF for public use
* Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

***Nine Star Education & Employment Anchorage, Alaska***

*Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008*

**Professional Achievements**

* Reduce Management’s information systems data entry 50%
* Statistic tracking & reporting for internal use & grants

[***Sue's Tiny Costumes***](http://www.suestinycostumes.com/) ***1996 to present***

*Web Based*

**Professional Achievements**

* Published author of 2 books and 6 articles in various magazines
* Product development
* Website design, development, & marketing
* Curriculum development for online classes [***Books, Music & More***](http://www.books-music-more.com/) ***2008 to present*** *Web Based*

**Professional Achievements**

* Article Writing, content development & information management
* Topic research
* Site marketing and social media management [***Alaska Office Specialists***](http://www.alaskaos.com/) ***2008 to Present*** *Web Based*

**Professional Achievements**

* Article Writing, content development & information management
* Topic research
* Site marketing and social media management

***Coffee Institute* Additional Work** House of Fabrics Camp Rotary Computer Tutor Hamilton Stores Steamboat Ski Corp Wal-Mart Michael’s

Marine World **Volunteer Work**

* PRIDE Program Rasmussen - Grant Writer 2008
* Chugiak Children's Services Head Start

- Classroom Aide 2004

* [www.integrity-designs.com](http://www.integrity-designs.com/) - Web site Marketer 2003
* [www.minidolllist.com](http://www.minidolllist.com/) - Graphic Designer for 2003
* Shirley's Creative Designs - Production Assistant July 1992 to 2002

***SKILLS***

***Business Management***

* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
* Team Lead for up to 3 volunteers
* Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & designCollect & analyze data on customers to identify potential markets
* Research & write business, marketing, & merchandising plans
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Project management including task management, goals, timelines and GANTT Charts

***Marketing***

* Search engine submission, classified ad placement, online groups marketing where appropriate.
* Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
* Develop advertising for various business websites
* Write marketing plans for businesses

***Web Site Development***

* Web site design & maintenance
* Install & maintain Wordpress sites
* Troubleshoot hosting issues
* Write & post various articles or pages on multiple sites
* Manage & update up to 16 sites & blogs
* Track keywords, visitors & other analytical data for each site
* Proficient in white hat SEO techniques

***Computers***

* Communicates effectively with both technical & non-technical users
* Software & hardware user support
* Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
* Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
* Create templates to generate reports
* Input client data & statistics into database
* Develop Statistics report for use in grants
* Develop training materials for various processes, present to co-workers & management
* Design charts & graphs for Department, State & Federal reports
* Provide team with weekly charts showing application processing status
* Design, develop & maintain multiple websites & blogs
* Manage two group e-mail boxes in addition to primary & secondary inbox

***Software & Programming***

* HTML, CSS, WordPress
* Javascript, Visual basic, BASIC A, Perl
* Corel Draw, Inscape, Gimp, Paint Shop Pro
* MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
* Visio, Star UML, Dia,
* Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
* HTML, CSS, Visual Basic, JavaScript, Perl
* Chrome, Firefox, Opera, Internet Explorer
* File Maker Pro, Citrix, Dreamweaver

***Administrative***

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public
* Process all incoming mail & any special handling for outgoing mail
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness & updating databases as required
* Responsible for the CPR & First Aid training waivers processing
* Monitor compliance with the new requirements for training
* Backup for receptionist; dealing with callers in crisis or seeking information
* Provide technical assistance within scope of Quality Assurance, Provider Certification
* Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
* Develop specific process for processing archival & offsite storage of files
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Adjust workflow to complete critical tasks in a timely manner
* Procurement of supplies for equipment & team

***Career Development***

* Confer with clients to determine what program will be most helpful
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

***Creative***

* Assist with craft projects in a school & camp setting
* Develop classes & teach as a Camp Counselor for elementary & Jr High students
* Design display cards for St Louis Miniatures Museum display September

2003.

* Design Library Cards for the Miniature Doll University.

***Writing- Business, Creative & Technical***

* Graphic art
* Studio style photography
* Seamstress
* Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
* Develop over 100 miniature & small doll patterns
* Proofread for grammar, style, content & spelling
* Grant writing based on data, knowledge & interviews with SMEs
* Follow guidelines for APA term papers
* Maintain records of files & version controls
* Policy & procedure development

***Teaching***Provide additional adult supervision & support to 20+ student pre-school classroom

* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting
* Develop class curriculum
* Teach computer classes to adults
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Distance Education Teacher for pattern drafting classes
* Yard duty including maintaining observation of rules by youngsters
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills
* ***ACHIEVEMENTS***

By the year list achievements Time line style fishbone diagram PUB AUTHOR

DATA ENTRY HAB PROJECT

UNIT SharePoint

***PROJECTS***

DESCRIBE MAJOR PROJECTS FROM DOLL PATTERNS FOR MAGAZINES TO LARGE WORK PROJECTS LIKE ARCHIVES HAB AND SHAREPOINT EACH CAN BE A POST

DESCRIBING THE PROCESS FROM CONCEPT TO CURRENT STATUS THIS PAGE SHOULD BE A LINK PAGE FOR EACH POST

***EDUCATION & TRAINING***

List Bachelors together then Associates then Certificates then classes

Bachelors– Alpha Beta Kappa Business Management Practice

Business Management & Information Technology

Associates

Business Management Practice

Business Management & Information Technology

Certificate

Office Applications April 2006 to April 2009

Charter College Anchorage, AK Relevant ClassesTechnical Writing, Research Methodologies, Project Management, Telecommunications,

Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

Website Development & Design May 2003 to present

[GNC Web Creations](http://www.gnc-web-creations.com/) Universal City, TX Business Marketing

August-December 2005

University Alaska Southeast Juneau, AK Fashion Design (Certificate) September 1995 to May 1997

Solano Community College Suisun, CA

***Certifications***

Group SOA trainings together name & year Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

Training

Advanced SharePoint

Introduction to Share Point with Lab

State of Alaska Senior & Disabilities Services April 2011

HIPAA Security 201 Training

State of Alaska Senior & Disabilities Services March 2011

Introduction to Supervisor Training March 2011

Basic Care Coordination Training for Quality Assurance

State of Alaska Senior & Disabilities Services March 2010Introduction to Office 2007

State of Alaska Senior & Disabilities Services May 2009

***Organizations, Memberships & Workshops***

Organize newest to oldest Balancing Life & Work John Parker

Anchorage, AK - August 2007 Novel Install Fest IT Expo Anchorage, AK - October 2006

AmeriCorps Conference National Association for Community Volunteerism

Anchorage, AK - April 2006 & 2007 Professional Memberships

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

#### Other

***PDF documents***

***EXPERIENCE New***

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Offi ce Assi stan t II May 200

8 to Pre sent Anc hora ge, AK

***Nine Star Education & Employment*** Career Development Mentor & Computer Instructor April 2006 to April 2008

Anchorage, Alaska

[***Sue's Tiny Costumes***](http://www.suestinycostumes.com/)

Owner, Webmaste r, Author 1996 to present

***Additional Work Experience***

[Books, Music & More](http://www.books-music-more.com/)

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[Alaska Office Specialists](http://www.alaskaos.com/)

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[Coffee Institute](http://www.coffee-institute.com/)

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***Michael’s Arts & Crafts***

Cashier, Stock Clerk, Events Coordinator Portland, OR

***New Marine***

***World Theme Park*** Outback Gift Shop Clerk Vallejo CA

***Steamboat Ski Corp***

Food Service Cashier

**Page 1 of 24**

Steamboat Springs, CO

***Hamilton Stores***

Fountain Cashier Steamboa t Springs, CO

***Solano College Fashion Design Department***

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***Camp Rotary***

Arts & Crafts Counselor

Boxford, MA

***Marine World***

Food Service Cashier Vallejo, CA

***House of Fabrics***

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***Volunteer Work***

***PRIDE Program Rasmussen***

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***Chugiak Children's Services Head Start***

Classroom Aide

***[www.integrity-designs.com](http://www.integrity-designs.com/)***

Web site Marketer

***[www.minidolllist.com](http://www.minidolllist.com/)***

Graphic Designer

***Shirley's Creative Designs***

Production Assistant

**Page 2 of 24**

***SKILLS New***

***Writing- Business, Creative & Technical***

* 1. Policy & procedure development
  2. Maintain records of files & version controls
  3. Write technically detailed, illustrated instructions for processes & doll patterns
  4. Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
  5. Proofread for grammar, style, content & spelling
  6. Grant writing based on data, knowledge & interviews with SMEs
  7. Follow guidelines for APA papers

***Computers***

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Create templates to generate reports
5. Develop Statistics report for use in grants
6. Develop training materials for various processes, present to co-workers & management
7. Design charts & graphs for Department, State & Federal reports
8. Design, develop & maintain multiple websites & blogs
9. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
10. Input client data & statistics into database

***Software & Programming***

1. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
2. SharePoint (site owner)
3. Visio, Star UML, Dia,
4. Corel Draw, Inscape, Gimp, Paint Shop Pro
5. HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
6. Chrome, Firefox, Opera, Internet Explorer
7. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
8. File Maker Pro, Citrix, Dreamweaver

***Administrative***

**Page 3 of 24**

1. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
2. Adjust workflow to complete critical tasks in a timely manner
3. Develop specific process for processing archival & offsite storage of files
4. Brainstorm ways to streamline the administrative processes
5. Procurement of supplies for equipment & team
6. Answer phones & questions from the public
7. Process all incoming mail & any special handling for outgoing mail

***Business Management***

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
3. Research & write business, marketing, & merchandising plans
4. Project management including task management, goals, timelines and GANTT Charts
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Collect & analyze data on customers to identify potential markets

***Teaching***

1. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
2. Develop class curriculum
3. Teach computer classes to adults
4. Teach goal setting workshops
5. Develop basic computer classes or work one on one with students to develop skills
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Assist with craft projects in a school & camp setting
10. Develop classes & teach as a Camp Counselor
11. Provide additional adult supervision & support to 20+ student pre-school classroom
12. Yard duty including maintaining observation of rules by youngsters

***Web Site Development***

1. Web site design & maintenance of hand coded websites
2. Install & maintain WordPress sites

**Page 4 of 24**

1. Proficient in white hat SEO techniques
2. Track keywords, visitors & other analytical data for each site
3. Troubleshoot hosting issues

***Marketing***

1. Write marketing plans for businesses
2. Develop advertising for various business websites
3. Search engine submission, classified ad placement, online groups marketing where appropriate.

***Career Development***

1. Assess clients for barriers & brainstorm ways to overcome them
2. Draft & edit resumes, cover letters & other business correspondence
3. Confer with clients to determine what program will be most helpful
4. Conduct job-matching to find good fit between clients & hiring companies
5. Direct clients to appropriate resources & assists clients in their use of outside assistance

***Additional Skills***

1. Trouble shoot pattern drafting problems
2. Draft patterns, computer trouble shooting

**Page 5 of 24**

***Linked In***

* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Master Certified Office 2003, SharePoint (site owner)
* Visio, Star UML, Project,
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Train additional staff on various processes & assign tasks overseeing accuracy



* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Write technically detailed, illustrated instructions for processes & doll patterns
* Distance Education Teacher for pattern drafting classes
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets
* Web site design & maintenance of hand coded websites
* Install & maintain WordPress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues



* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Develop class curriculum
* Teach computer classes to adults
* Teach goal setting workshops

**Page 6 of 24**

* Develop basic computer classes or work one on one with students to develop skills
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Confer with clients to determine what program will be most helpful
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

**Page 7 of 24**

***Duties new page***

1. Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
2. Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
3. Provide team with weekly charts showing application processing status
4. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
5. Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
6. Team Lead for up to 3 volunteers; training & assigning tasks, checking work as needed
7. Screen Certification Packets, checking for completeness & updating databases as required
8. Manage multiple group e-mail boxes; directing messages or resolving issues as needed
9. Write & post various articles or pages on multiple sites
10. Manage & update up to 16 sites & blogs
11. Participate in a variety of business promotional activities on FaceBook, Twitter,

LinkedIn & other groups & forums

1. Responsible for the CPR & First Aid training waivers processing
2. Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
3. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

**Page 8 of 24**

***ACHIEVEMENTS new page***

1. Design display cards for St Louis Miniatures Museum display September 2003.
2. Design Library Cards for the Miniature Doll University.
3. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
4. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
5. Cut Management Information Systems input time by 50%
6. Develop over 100 miniature & small doll patterns

By the year list achievements

Time line style fishbone diagram

PUB AUTHOR

DATA ENTRY

HAB PROJECT

UNIT SHAREPOINT

**Page 9 of 24**

***PROJECTS new page***

**Dolls In Miniature**

Smocked Dress

**International Doll**

Kitty

Bo Peep **Dolls, Bears & Anywears ARCHIVES**

**procedure development**

**Habilitation Homes project from Idea to implementation SharePoint Website Plan Development & Implementation**

**Page 10 of 24**

***EDUCATION & TRAINING***

**Bachelors– Alpha Beta Kappa**

Business Management Practice

Business Management & Information Technology

**Associates**

Business Management Practice

Business Management & Information Technology

**Certificate**

Office Applic ations April 2006

to April 2009

Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

**Website Development & Design**

May 2003 to present

[GNC Web Creations](http://www.gnc-web-creations.com/) Universal City, TX

**Business Marketing**

August-December 2005

University Alaska Southeast Juneau, AK

**Fashion Design (Certificate)**

September 1995 to May 1997

Solano Community College Suisun, CA

**Page 11 of 24**

***Certifications***

Microsoft Office 2003 Master - March 2009

Nine Star Education & Employment Services Anchorage, AK

***Training***

**State of Alaska**

Advanced SharePoint for Site Owners & Power Users June 2013 Introduction to Share Point with Lab April 2011 HIPAA Security 201 Training

March 2011 Introduction to Supervisor Training March 2011

Basic Care Coordination Training for Quality Assurance March 2010 Introduction to Office 2007 May 2009

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***Organizations, Memberships & Workshops***

Balancing Life & Work with John Parker Anchorage, AK - August 2007

Novel Install Fest IT Expo Anchorage, AK - October 2006

AmeriCorps Conference National Association for Community Volunteerism Anchorage, AK - April 2006 & 2007

***Professional Memberships***

Association of Information Technology Professionals

Charter College Anchorage, AK - October 2006- October 2009

**Page 13 of 24**

***Other***

***PDF documents Screen shots of projects Scans of magazine articles***

**Page 14 of 24**

***EXPERIENCE Current***

***Do I want achievements here? Or just a list of positions with dates and places?***

***State of Alaska, Division of Senior & Disabilities, Quality Assurance, Provider Certification & Compliance Unit***

Office Assistant II May 2008 to Present

**Professional Achievements**

1. Convert New Provider Certification Application to fill in PDF for public use
2. Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
3. Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

***Nine Star Education & Employment Anchorage, Alaska***

*Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008*

**Professional Achievements**

1. Reduce Management’s information systems data entry 50%
2. Statistic tracking & reporting for internal use & grants

[***Sue's Tiny Costumes***](http://www.suestinycostumes.com/) ***1996 to present***

*Web Based*

**Professional Achievements**

1. Published author of 2 books and 6 articles in various magazines
2. Product development
3. Website design, development, & marketing
4. Curriculum development for online classes

**Additional Work**

[***Books, Music & More***](http://www.books-music-more.com/) ***2008 to present***

*Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management

[***Alaska Office Specialists***](http://www.alaskaos.com/) ***2008 to Present***

**Page 15 of 24**

*Web Based*

**Professional Achievements**

1. Article Writing, content development & information management
2. Topic research
3. Site marketing and social media management

***Coffee Institute***

House of Fabrics

Camp Rotary

Computer Tutor

Hamilton Stores

Steamboat Ski Corp

Wal-Mart

Michael’s

Marine World

**Volunteer Work**

1. PRIDE Program Rasmussen - Grant Writer 2008
2. Chugiak Children's Services Head Start - Classroom Aide 2004
3. [www.integrity-designs.com](http://www.integrity-designs.com/) - Web site Marketer 2003
4. [www.minidolllist.com](http://www.minidolllist.com/) - Graphic Designer for 2003
5. Shirley's Creative Designs - Production Assistant July 1992 to 2002

***SKILLS Current***

***Business Management***

***Link to post regarding skill set with further details as if describing for job interview***

1. Manage small business including product development, class development, web design & maintenance, marketing & budget
2. Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary

**Page 16 of 24**

1. Team Lead for up to 3 volunteers
2. Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
3. Collect & analyze data on customers to identify potential markets
4. Research & write business, marketing, & merchandising plans
5. Set project goals, determine risks, prepare contingency plan, & time line for achievement
6. Project management including task management, goals, timelines and GANTT Charts

***Marketing***

1. Search engine submission, classified ad placement, online groups marketing where appropriate.
2. Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
3. Develop advertising for various business websites
4. Write marketing plans for businesses

***Web Site Development***

1. Web site design & maintenance
2. Install & maintain Wordpress sites
3. Troubleshoot hosting issues
4. Write & post various articles or pages on multiple sites
5. Manage & update up to 16 sites & blogs
6. Track keywords, visitors & other analytical data for each site
7. Proficient in white hat SEO techniques

***Computers***

1. Communicates effectively with both technical & non-technical users
2. Software & hardware user support
3. Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
4. Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
5. Create templates to generate reports
6. Input client data & statistics into database
7. Develop Statistics report for use in grants
8. Develop training materials for various processes, present to co-workers & management
9. Design charts & graphs for Department, State & Federal reports
10. Provide team with weekly charts showing application processing status

**Page 17 of 24**

1. Design, develop & maintain multiple websites & blogs
2. Manage two group e-mail boxes in addition to primary & secondary inbox

***Software & Programming***

1. HTML, CSS, WordPress
2. Javascript, Visual basic, BASIC A, Perl
3. Corel Draw, Inscape, Gimp, Paint Shop Pro
4. MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
5. Visio, Star UML, Dia,
6. Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
7. HTML, CSS, Visual Basic, JavaScript, Perl
8. Chrome, Firefox, Opera, Internet Explorer
9. File Maker Pro, Citrix, Dreamweaver

***Administrative***

1. Cut Management Information Systems input time by 50%
2. Brainstorm ways to streamline the administrative processes
3. Answer phones & questions from the public
4. Process all incoming mail & any special handling for outgoing mail
5. Organizing training sessions; materials gathering, staff/location coordination, equipment setup
6. Screen Certification Packets, checking for completeness & updating databases as required
7. Responsible for the CPR & First Aid training waivers processing
8. Monitor compliance with the new requirements for training
9. Backup for receptionist; dealing with callers in crisis or seeking information
10. Provide technical assistance within scope of Quality Assurance, Provider Certification
11. Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
12. Develop specific process for processing archival & offsite storage of files
13. Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
14. Adjust workflow to complete critical tasks in a timely manner
15. Procurement of supplies for equipment & team

***Career Development***

1. Confer with clients to determine what program will be most helpful

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1. Assess clients for barriers & brainstorm ways to overcome them
2. Draft & edit resumes, cover letters & other business correspondence
3. Conduct job-matching to find good fit between clients & hiring companies
4. Direct clients to appropriate resources & assists clients in their use of outside assistance

***Creative***

1. Assist with craft projects in a school & camp setting
2. Develop classes & teach as a Camp Counselor for elementary & Jr High students
3. Design display cards for St Louis Miniatures Museum display September 2003.
4. Design Library Cards for the Miniature Doll University.

***Writing- Business, Creative & Technical***

1. Graphic art
2. Studio style photography

* Seamstress

1. Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
2. Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
3. Develop over 100 miniature & small doll patterns
4. Proofread for grammar, style, content & spelling
5. Grant writing based on data, knowledge & interviews with SMEs
6. Follow guidelines for APA term papers
7. Maintain records of files & version controls
8. Policy & procedure development

***Teaching***

1. Provide additional adult supervision & support to 20+ student pre-school classroom
2. Trouble shoot pattern drafting problems
3. Draft patterns, computer trouble shooting
4. Develop class curriculum
5. Teach computer classes to adults
6. Answer student questions about various software applications
7. Aid students in preparation for the Microsoft Office Specialist exams
8. Distance Education Teacher for pattern drafting classes
9. Yard duty including maintaining observation of rules by youngsters

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1. Teach goal setting workshops
2. Develop basic computer classes or work one on one with students to develop skills

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Support staff for Provider Quality Assurance & Compliance

Reports for Centers for Medicaid & Medicare Services, State Commissioner, Department of Health & Social Services, and Provider Certification Quality Assurance Unit

Brainstorm process improvements, make suggestions, implement approved plans, & write technical documents for process revising as necessary.

UML diagrams of process to show flow of steps and order is correct

Team Lead for up to three volunteers

Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes, & designing of new application, forms

Set project goals, determine risks, prepare contingency plan, & time line for achievement

Project management including task management, goals, timelines, and GANTT Charts

Brainstorm ways to streamline the administrative processes

Process all incoming mail & any special handling for outgoing mail

Organizing training sessions; materials gathering, staff/location coordination, equipment setup

Screen Certification Packets, checking for completeness & updating databases as required

Compare data from Access Database and update main database in multiple locations

Responsible for the CPR & First Aid training waivers processing and tracking

Monitor compliance with the new requirements for training

**Page 21 of 24**

Backup for receptionist; dealing with callers in crisis or seeking information

Provide technical assistance to providers within scope of Quality Assurance, Provider Certification

Develop specific process for processing archival & offsite storage of files

Ability to understand, analyzes, apply, & explain complex program statutes, regulations, policies, & procedures

Adjust workflow to complete critical tasks in a timely manner

Procurement of supplies for equipment & team

Manage small business including product development, class development, web design & maintenance, marketing & budget

Develop over 100 miniature & small doll patterns, including diagrams and technical detailed instructions Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls

Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature

Search engine submission, classified ad placement, online groups marketing where appropriate.

Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums

Develop advertising for various business websites Write marketing plans for businesses

Web site design & maintenance Install & maintain WordPress sites Troubleshoot hosting issues

Write & post various articles or pages

on multiple sites Manage & update up to 16 sites & blogs

Track keywords, visitors & other analytical data for each site Proficient in white hat SEO techniques

Design display cards for St Louis Miniatures Museum display September 2003. Design Library Cards for the Miniature Doll University.

Graphic art

**Page 22 of 24**

Studio style photography Seamstress

Proofread for grammar, style, content & spelling Computer Skills: Dreamweaver, HTML, CSS, WordPress Javascript, Visual basic, BASIC A, Perl, HTML, CSS, Corel Draw, Inscape, Gimp, Paint Shop Pro

MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office Visio, Star UML, Dia,

Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android Chrome, Firefox, Opera, Internet Explorer

Streamlined Management Information Systems input, reduced time consumption by 50% Savvy with planning & marketing ideas for businesses

Skilled in the use of Microsoft Office2003, Project 2003, Dreamweaver, Linux SUSE & UBUNTU Excellent planning, research, and technical writing skills

Develop class curriculum according to general guidelines

Ability to communicate with both technical and non-technical users Collaborate with coworkers & supervisors concerning ways to streamline administration Create templates used for generating reports & statistics Answer phones & address questions from the public

Input confidential client information into File Maker Pro via Citrix Assess clients for barriers & brainstorm ways to overcome them Draft & edit resumes, cover letters & other business correspondence

Direct clients to appropriate resources & assist clients in their use of outside assistance Conduct job-matching to find good fit between clients & hiring companies

Technical

* Reduce Management's data entry workload by 50%
* Streamline administrative processes, database improvements
* Effectively explain ideas & information to both technical & managerial users
* Project management including; task management, goals, budgets, timelines & GANTT Charts

**Page 23 of 24**

* Design & implementation of the Habilitation Homes project to connect licensed homes with recipients & certified agencies

**Page 24 of 24**

**Cell: 907-764-3054**

Home: 907-562-5612

## SueDarby, MOS

E-mail: [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

3311 Max Cir #2

Anchorage, AK 99507



**Greatest Strengths and Abilities**

* + Streamlined Management Information Systems input, reduced time consumption by 50%
  + Proficient in the use of various resources to research topics pertinent to business or employment
  + Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
  + Develop curricula, and plan course content and methods of instruction
  + Create templates used for generating reports and statistics

**Business Owner**

**Skill Sets**

* + Research and write business, marketing and merchandising plans
  + Set project goals, determine risks, prepare contingency plan and timeline for achievement
  + Collect and analyze data on customer needs, and buying habits to identify potential markets
  + Keep up with developments in area of expertise by reading current books & articles
  + Design, develop, and market products and services

**Business Marketing**

* + Measure the effectiveness of marketing, advertising, and communications programs and strategies
  + Gather data on competitors and analyze their prices, sales, and method of marketing and distribution
  + Design, build, & maintain web sites, using ethical search engine marketing techniques
  + Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
  + Present lectures and conduct discussions to increase knowledge and competence
  + Aid students in preparation for the Microsoft Office Specialist exams
  + Answer student questions about various computer software packages
  + Observe work to determine progress, provide feedback, & make suggestions for improvement

**Career Development**

* + Input confidential client information into File Maker Pro via Citrix
  + Assess clients for barriers and brainstorm ways to overcome them
  + Draft and edit resumes, cover letters and other business correspondence
  + Interview applicants to obtain information on work history, training, education, and job skills
  + Assist clients in registration for & use of the ALEXSYS system for the Department of Labor

|  |  |  |
| --- | --- | --- |
| **Employment Mentor/ Computer Instructor** | **RELEVANT WORK/VOLUNTEER HISTORY**  Nine Star Education & Employment Services | Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Marketer** | Integrity Designs | Wasilla, AK |
| **Graphic Designer** | Miniature Doll List | National |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |

**Education, Certifications, Professional Organizations & Awards**

* 1. **Business Management / Office Applications**

Charter College Anchorage, AK

**Cell: 907-764-3054**

Home: 907-562-5612

## SueDarby, MOS

E-mail: [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

3311 Max Cir #2

Anchorage, AK 99507



**Greatest Strengths and Abilities**

* + - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
    - Develop curricula, and plan course content and methods of instruction
    - Create templates used for generating reports and statistics

**Business Owner**

**Skill Sets**

* + - Research and write business, marketing and merchandising plans
    - Set project goals, determine risks, prepare contingency plan and timeline for achievement
    - Collect and analyze data on customer needs, and buying habits to identify potential markets
    - Keep up with developments in area of expertise by reading current books & articles
    - Design, develop, and market products and services

**Business Marketing**

* + - Measure the effectiveness of marketing, advertising, and communications programs and strategies
    - Gather data on competitors and analyze their prices, sales, and method of marketing and distribution
    - Design, build, & maintain web sites, using ethical search engine marketing techniques
    - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures and conduct discussions to increase knowledge and competence
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages
    - Observe work to determine progress, provide feedback, & make suggestions for improvement

**Career Development**

* + - Input confidential client information into File Maker Pro via Citrix
    - Assess clients for barriers and brainstorm ways to overcome them
    - Draft and edit resumes, cover letters and other business correspondence
    - Interview applicants to obtain information on work history, training, education, and job skills
    - Assist clients in registration for & use of the ALEXSYS system for the Department of Labor

|  |  |  |
| --- | --- | --- |
| **Employment Mentor/ Computer Instructor** | **RELEVANT WORK/VOLUNTEER HISTORY**  Nine Star Education & Employment Services | Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Marketer** | Integrity Designs | Wasilla, AK |
| **Graphic Designer** | Miniature Doll List | National |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |

**Education, Certifications, Professional Organizations & Awards**

* 1. **Business Management / Office Applications**

Charter College Anchorage, AK

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Home: 907-562-5612

## SueDarby

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

3311 Max Cir #3

Anchorage, AK 99507



**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + - Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Savvy with planning & marketing ideas for businesses
    - Establish positive & consistent customer relations
    - Create templates used for generating reports & statistics
    - Develop curricula, & plan course content & methods of instruction
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

* + - Research & write business, marketing & merchandising plans
    - Keep up with developments in area of expertise by reading current books & articles
    - Set project goals, determine risks, prepare contingency plan & timeline for achievement
    - Collect & analyze data on customer needs, & buying habits to identify potential markets
    - Seek & provide information to help companies determine their position in the marketplace
    - Attend staff conferences to provide management with information & proposals
    - Review financial statements, sales & activity reports
    - Measure & assess customer satisfaction

**Business Marketing**

* + - Design, develop, & market products and services
    - Measure the effectiveness of marketing, advertising, & communications programs & strategies
    - Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
    - Design, build, & maintain web sites, using ethical search engine marketing techniques
    - Monitor industry statistics & follow trends in trade literature or online
    - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures & conduct discussions to increase knowledge & competence
    - Develop & deliver distance education curriculum to special needs students
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages
    - Monitor, evaluate, & record training activities & program effectiveness
    - Offer specific training programs to help workers maintain or improve job skills
    - Attend meetings & seminars to obtain information for use in training programs
    - Observe work to determine progress, provide feedback, & make suggestions for improvement

Cell: 907-764-3054

Home: 907-562-5612

## SueDarby

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

3311 Max Cir #3

Anchorage, AK 99507



**Objective**: To obtain a position assisting individuals with **Small Business Development Career Development**

* + - Interview applicants to obtain information on work history, training, education, & job skills
    - Conduct job-matching to find good fit between clients & hiring companies
    - Assess clients for barriers & brainstorm ways to overcome them
    - Input confidential client information into File Maker Pro via Citrix
    - Draft & edit resumes, cover letters & other business correspondence
    - Establish & maintain relationships with businesses to stay abreast of hiring needs
    - Direct clients to appropriate resources & assist clients in their use of outside assistance

**RELEVANT WORK/VOLUNTEER HISTORY**

|  |  |  |
| --- | --- | --- |
| **Employment Mentor Computer Instructor** | Nine Star Education & Employment Services Nine Star Education & Employment Services | Anchorage, AK Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Marketer** | Integrity Designs | Wasilla, AK |
| **Graphic Designer** | Miniature Doll List | National |
| **Operations Assistant** | Shirley’s Creative Designs | South Lake Tahoe, CA |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |

**Education, Certifications, Professional Organizations & Awards**

* 1. **Business Management / Office**

**Applications (double concentration - seeking)**

Charter College Anchorage, AK

**Dean’s List-Current** Charter College Anchorage, AK

**Microsoft Office Specialist Word 2003** Certipoint Anchorage, AK

**Association of Information**

**Technology Professionals** Charter College Anchorage, AK

**Website Development & Design** GNC Web Creations Water Valley, MS **MS Office 2002 Certificates** National Computer Science Academy Dallas, TX **First Aid/CPR** American Red Cross Anchorage, AK **Business Marketing** University Alaska Southeast Juneau, AK

**Certificate – Fashion Design** Solano Community College Suisun, CA

**Alpha Gamma Sigma Honors Society**

**(Lifetime Member)** Solano Community College Suisun, CA

**Fashion Design** Brooks College Fashion Design Long Beach, CA

Cell: 907-764-3054

Home: 907-562-5612

## SueDarby

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

3311 Max Cir #3

Anchorage, AK 99507



**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + - Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Savvy with planning & marketing ideas for businesses
    - Establish positive & consistent customer relations
    - Create templates used for generating reports & statistics
    - Develop curricula, & plan course content & methods of instruction
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

* + - Research & write business, marketing & merchandising plans
    - Keep up with developments in area of expertise by reading current books & articles
    - Set project goals, determine risks, prepare contingency plan & timeline for achievement
    - Collect & analyze data on customer needs, & buying habits to identify potential markets
    - Seek & provide information to help companies determine their position in the marketplace
    - Attend staff conferences to provide management with information & proposals
    - Review financial statements, sales & activity reports
    - Measure & assess customer satisfaction

**Business Marketing**

* + - Design, develop, & market products and services
    - Measure the effectiveness of marketing, advertising, & communications programs & strategies
    - Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
    - Design, build, & maintain web sites, using ethical search engine marketing techniques
    - Monitor industry statistics & follow trends in trade literature or online
    - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures & conduct discussions to increase knowledge & competence
    - Develop & deliver distance education curriculum to special needs students
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages
    - Monitor, evaluate, & record training activities & program effectiveness
    - Offer specific training programs to help workers maintain or improve job skills
    - Attend meetings & seminars to obtain information for use in training programs
    - Observe work to determine progress, provide feedback, & make suggestions for improvement

Cell: 907-764-3054

Home: 907-562-5612

## SueDarby

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

3311 Max Cir #3

Anchorage, AK 99507



**Objective**: To obtain a position assisting individuals with **Small Business Development Career Development**

* + - Interview applicants to obtain information on work history, training, education, & job skills
    - Conduct job-matching to find good fit between clients & hiring companies
    - Assess clients for barriers & brainstorm ways to overcome them
    - Input confidential client information into File Maker Pro via Citrix
    - Draft & edit resumes, cover letters & other business correspondence
    - Establish & maintain relationships with businesses to stay abreast of hiring needs
    - Direct clients to appropriate resources & assist clients in their use of outside assistance

**RELEVANT WORK/VOLUNTEER HISTORY**

|  |  |  |
| --- | --- | --- |
| **Employment Mentor Computer Instructor** | Nine Star Education & Employment Services Nine Star Education & Employment Services | Anchorage, AK Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Marketer** | Integrity Designs | Wasilla, AK |
| **Graphic Designer** | Miniature Doll List | National |
| **Operations Assistant** | Shirley’s Creative Designs | South Lake Tahoe, CA |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |

**Education, Certifications, Professional Organizations & Awards**

* 1. **Business Management / Office**

**Applications (double concentration - seeking)**

Charter College Anchorage, AK

**Dean’s List-Current** Charter College Anchorage, AK

**Microsoft Office Specialist Word 2003** Certipoint Anchorage, AK

**Association of Information**

**Technology Professionals** Charter College Anchorage, AK

**Website Development & Design** GNC Web Creations Water Valley, MS **MS Office 2002 Certificates** National Computer Science Academy Dallas, TX **First Aid/CPR** American Red Cross Anchorage, AK **Business Marketing** University Alaska Southeast Juneau, AK

**Certificate – Fashion Design** Solano Community College Suisun, CA

**Alpha Gamma Sigma Honors Society**

**(Lifetime Member)** Solano Community College Suisun, CA

**Fashion Design** Brooks College Fashion Design Long Beach, CA

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**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + - Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Savvy with planning & marketing ideas for businesses
    - Establish positive & consistent customer relations
    - Create templates used for generating reports & statistics
    - Develop curricula, & plan course content & methods of instruction
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

* + - Research & write business, marketing & merchandising plans
    - Keep up with developments in area of expertise by reading current books & articles
    - Set project goals, determine risks, prepare contingency plan & timeline for achievement
    - Collect & analyze data on customer needs, & buying habits to identify potential markets
    - Seek & provide information to help companies determine their position in the marketplace
    - Attend staff conferences to provide management with information & proposals
    - Review financial statements, sales & activity reports
    - Measure & assess customer satisfaction

**Business Marketing**

* + - Design, develop, & market products and services
    - Measure the effectiveness of marketing, advertising, & communications programs & strategies
    - Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
    - Design, build, & maintain web sites, using ethical search engine marketing techniques
    - Monitor industry statistics & follow trends in trade literature or online
    - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures & conduct discussions to increase knowledge & competence
    - Develop & deliver distance education curriculum to special needs students
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages
    - Monitor, evaluate, & record training activities & program effectiveness
    - Offer specific training programs to help workers maintain or improve job skills
    - Attend meetings & seminars to obtain information for use in training programs
    - Observe work to determine progress, provide feedback, & make suggestions for improvement

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**Education, Certifications, Professional Organizations & Awards**

* 1. **Business Management / Office**

**Applications (double concentration - seeking)**

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**Certificate – Fashion Design** Solano Community College Suisun, CA

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Anchorage, AK 99507



**Objective** To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + - Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Savvy with planning and marketing ideas for businesses
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET
    - Establish positive and consistent customer relations
    - Develop curricula, and plan course content and methods of instruction
    - Create templates used for generating reports and statistics

**Business Owner**

**Skill Sets**

* + - Research and write business, marketing and merchandising plans
    - Set project goals, determine risks, prepare contingency plan and timeline for achievement
    - Review financial statements, sales and activity reports
    - Attend staff conferences to provide management with information and proposals
    - Collect and analyze data on customer needs, and buying habits to identify potential markets
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    - Keep up with developments in area of expertise by reading current books & articles
    - Design, develop, and market products and services
    - Measure and assess customer satisfaction

**Business Marketing**

* + - Design, develop, & market products & services
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**Training Specialist**

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**RELEVANT WORK/VOLUNTEER HISTORY**

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**Objective** To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

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**Business Owner**

**Skill Sets**

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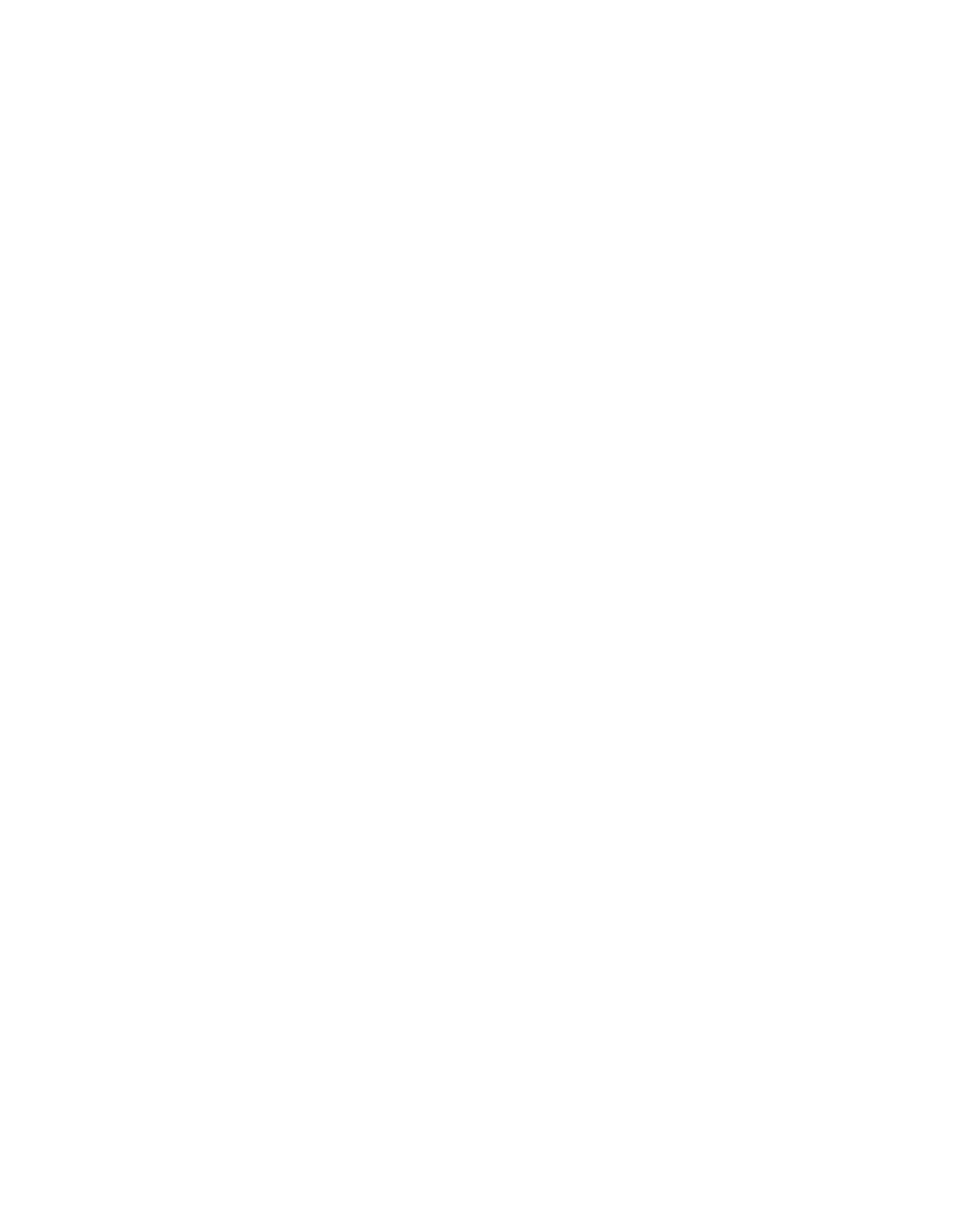
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**(Lifetime Member)** Solano College Suisun, CA

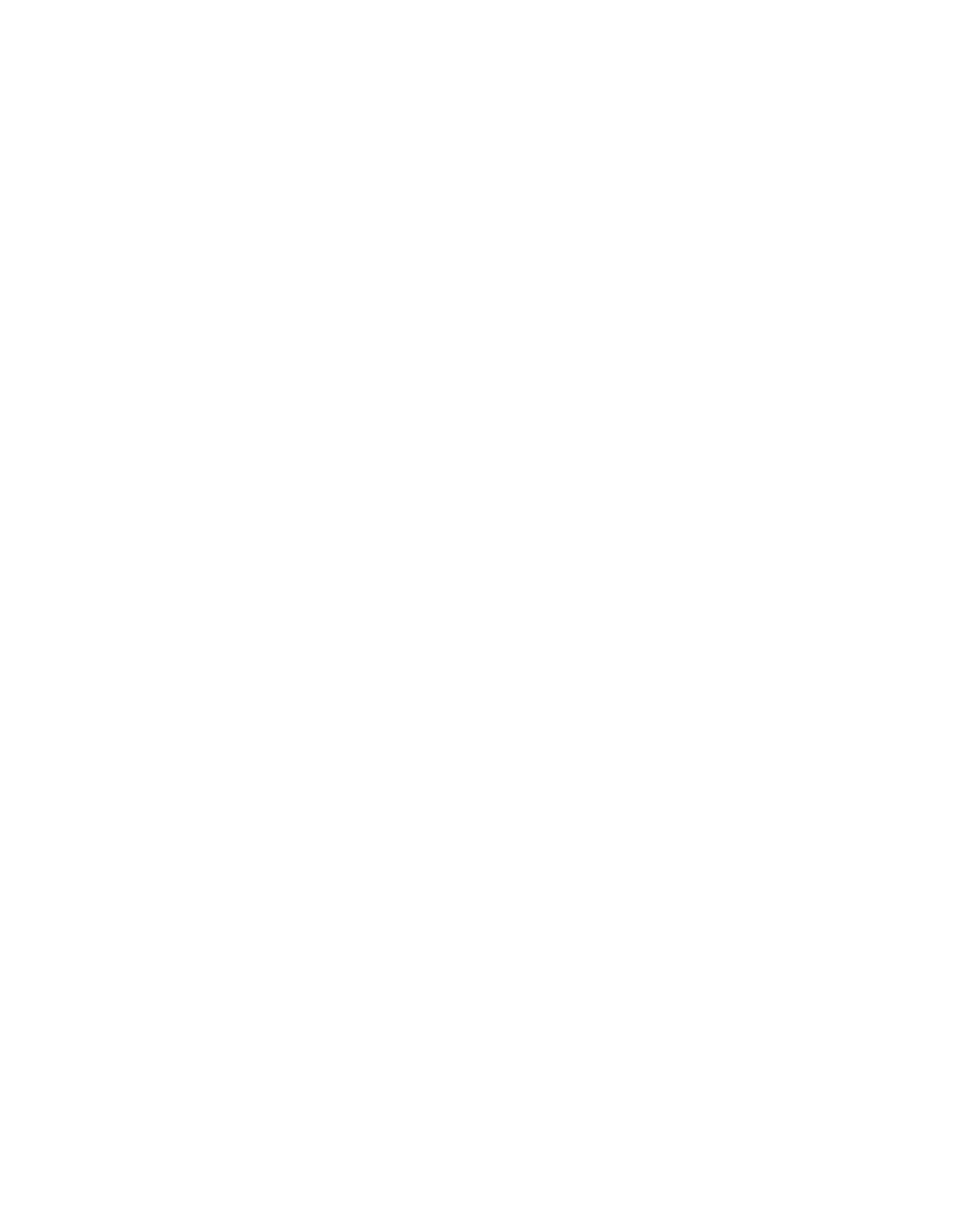
**Fashion Design** Brooks College Fashion Design Long Beach, CA



* + - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures and conduct discussions to increase knowledge and competence
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages



907-562-5612

# Sue Darby

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**Employment History April 2006 to Present**

**Career Development Center Mentor/ Computer Instructor Nine Star Education & Employment Alaska**

Sue Darby, an AmeriCorps Member, works in the Career Development Center of Nine Star Education and Employment Services. Sue brings to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers. As an independent instructor in distance education pattern drafting for two years, Ms. Darby developed innovative techniques for teaching students overcoming significant barriers. Sue applies these skills as she assists clients in their efforts to rejoin the workforce in the Anchorage area. Ms. Darby is currently working towards her Bachelor’s in Business Management & Information Technology at Charter College.

**Administrative**

✍Cut Management Information Systems input time by 50%

✍Create templates used for generating reports

✍Input clients into File Maker Pro via Citrix

✍Brainstorm ways to streamline the administrative processes

✍Answer phones & questions from the public

**Computer Instruction**

✍Develop class curriculum

✍Teach computer classes

✍Aid students in preparation for the MOS exams

✍Answer student questions about various software

**Career Development Mentor**

✍Teaches goal setting workshops

✍Confers with clients to determine what program will be most helpful

✍Assesses clients for barriers and brainstorm ways to overcome them

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

✍Directs clients to appropriate resources and assists clients in their use of outside assistance

✍Assists clients in registration for and use of the ALEXSYS system for the

Department of Labor

✍Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls . Developer of over 100 miniature and small doll patterns, Webmaster of site , online teacher of pattern drafting classes for dolls & miniature dolls , and sole proprietor. Web site is over 500 pages of products and information related to miniature and small dolls.

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**July 1998- November 1999**

**Michael's Arts & Crafts Events Coordinator/Stock/Cashier**

Responsible for scheduling and teaching classes and demos of various crafts with or without prior knowledge of the craft. Taught weekly Kids Club and Kids Craft Summer Camp. Stocked various craft supplies, display work. Balanced cash drawer daily. Handled multiple tasks smoothly including high quality customer service in person and on multi-line phones.

**March-June1997**

**New Marine World Theme Park Cashier/ Stock Person**

Outback Gift Shop. Responsible for stocking shelves, cashiering, and facing merchandise in a small, Australian-theme gift shop.

**November 1997- January 1998**

**Steamboat Ski & Resort Steamboat Springs, CO**

Cashier (Seasonal)

**November 1997-January 1998 Wal-Mart Steamboat Springs, CO**

Cashier (Seasonal)

**June- October 1997**

**Hamilton’s Stores Inc. Yellowstone National Park, WY**

Cashier (Seasonal) Fishing & Camping sales

**September 1995-May 1995 Solano College Tutoring**

**Volunteer Work 2003**

**Owner of Sue's Office Support**

Business was locally based in Mat-Su Valley Alaska. Offered graphic arts, document typing, database management, hardcopy marketing materials & static websites.

**2004**

**CCS Headstart Classroom Aide**. **Volunteer**

**2003**

**Web site Marketer for** [www.integrity-designs.com](http://www.integrity-designs.com/)

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

**Graphic Designer fo[r www.minidolllist.com](http://h/)**

Designed display cards for St Louis Miniatures Museum display September 2003. Designed Library Cards for the Miniature Doll University. Volunteer

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One semester organizational & general subjects tutor. Fashion Design Department Computer Tutor, Merchandising Class Computers Tutor

**October 1994 – May 1995**

**Yearbook, Brooks College, Yearbook Staff**

Create computerized forms and paste up photographs.

**July 1992-2002**

**Shirley's Creative Designs**

Production sewing, data entry, graphic art, studio style photography, web site design & maintenance (not current version), trouble shoot pattern drafting problems, draft patterns, computer trouble shooting, long distance morale support. Family business from childhood. Balanced assigned duties as a teen with homework & extra curricular activities along with assigned household chores.

Moved out of state too far to help on a full time basis. Volunteer

**July 1994- August 1994**

**Camp Rotary, Boxford, MA. Arts & Crafts Counselor**

Taught classes in all aspects of arts & crafts working with children ages 7 -

15. Traveled solo across country by train.

**July 1992-September 1992**

**House of Fabrics, Fairfield, CA. Sales Associate**

Cut fabric & trim, assisted customers in choices of fabrics cleaned up the store and restocked patterns.

**Education**

**April 2006 to Present**

**B.S. Business Management / Office Applications**

Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**August-December 2005 Business Marketing**

University Alaska Southeast Juneau, AK

**August 1995-May 1997 Certificate – Fashion Design**

Solano Community College Suisun, CA

**September 1994-May 1995 Fashion Design**

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Brooks College Fashion Design Long Beach, CA

**Education/Awards**

**June 2006 to present Dean’s List**

Charter College Anchorage, AK

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College Suisun, CA

**June 1994 Scholarship** Scarlet Brigade Marching Band

**Certifications**

**Microsoft Office Specialist/Expert Word** March 2007/October 2007 **Microsoft Office Specialist Power Point** September 2007 **Microsoft Office Specialist Access** November 2007

**Microsoft Office Specialist Excel** September 2007

Nine Star Education & Employment Services Anchorage, AK

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006 National Computer Science Academy Dallas, TX

**First Aid/CPR** April 2007

American Red Cross Anchorage, AK

**Professional Organizations & Seminar-Workshops**

**Balancing Life & Work** John Parker Anchorage, AK August 2007 **Novel Install Fest** IT Expo Anchorage, AK October 2006 **AmeriCorps Conference National Association for Community Volunteerism**

Anchorage, AK April 2006 & 2007

**Professional Qualifications Computer Skills**

Microsoft Office, Windows, VB .NET Corel Graphics Suite

Internet Explorer, Fire Fox Dream Weaver

Web site design & development

Internet marketing, HTML, CSS, JavaScript, Search engine optimization

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**Awards**

Member of Alpha Gamma Sigma Honors Society **3rd place Sewing Division** Anaheim Doll Show 1995. San Mateo, Dixon and Solano County Fairs. Fair awards numerous 1st - 3rd place prizes

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Best Male, Clean Pen, First & Second Place, Poultry.

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**Professional Memberships**

AITP Charter College Anchorage, AK October 2006

Solano Community College Fashion Club Member- Computer Specialist Solano Community College Member of Jazz Ensemble, Fairfield High School Scarlet Brigade Marching Band,

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**Interests**

Dolls, computers, gardening, sewing, crafts, business, reading fiction & non- fiction

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# Sue Darby

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**Employment History April 2006 to Present**

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Sue Darby, an AmeriCorps Member, works in the Career Development Center of Nine Star Education and Employment Services. Sue brings to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers. As an independent instructor in distance education pattern drafting for two years, Ms. Darby developed innovative techniques for teaching students overcoming significant barriers. Sue applies these skills as she assists clients in their efforts to rejoin the workforce in the Anchorage area. Ms. Darby is currently working towards her Bachelor’s in Business Management & Information Technology at Charter College.

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✍Cut Management Information Systems input time by 50%

✍Create templates used for generating reports

✍Input clients into File Maker Pro via Citrix

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✍Answer phones & questions from the public

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✍Develop class curriculum

✍Teach computer classes

✍Aid students in preparation for the MOS exams

✍Answer student questions about various software

**Career Development Mentor**

✍Teaches goal setting workshops

✍Confers with clients to determine what program will be most helpful

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**June- October 1997**

**Hamilton’s Stores Inc. Yellowstone National Park, WY**

Cashier (Seasonal) Fishing & Camping sales

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**Volunteer Work 2003**

**Owner of Sue's Office Support**

Business was locally based in Mat-Su Valley Alaska. Offered graphic arts, document typing, database management, hardcopy marketing materials & static websites.

**2004**

**CCS Headstart Classroom Aide**. **Volunteer**

**2003**

**Web site Marketer for** [www.integrity-designs.com](http://www.integrity-designs.com/)

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

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**Education/Awards**

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**Microsoft Word 2002** November 2006

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**Professional Organizations & Seminar-Workshops**

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**Professional Qualifications Computer Skills**

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Internet Explorer, Fire Fox Dream Weaver

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Internet Explorer, Fire Fox Dream Weaver

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907-775-3315

[suestinycostumes@gmail.com](mailto:suestinycostumes@gmail.com)

**Sue Darby**

3311 Max Cir #3

Anchorage, AK 99508

**Objective** Position working with computers and people while training in Business Management and IT.

|  |  |  |  |
| --- | --- | --- | --- |
| **Skills** | ▪ Windows 3.1-2000 | ▪ Office 95-2002 | * Various Browsers |
|  | * Organized | * Self Starter | * Efficient |



**Experience** 1999-Present ***Sue’s Tiny Costumes***

Wasilla, AK

**Small Business Owner**

* + - Developer of over 100 miniature and small doll patterns
    - Webmaster of 300 page site
    - Author of 2 self-published books*, Pattern Drafting for Miniatures* & *Pattern Making for Dolls*/ teach classes



1998-1999 ***Michael's Arts & Crafts***

Portland, OR

**Events Coordinator/Stock/Cashier**

* + - Balanced cash drawer daily/Stocked various craft supplies, display work.
    - scheduling and teaching classes and demos of various crafts
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**Volunteer** 2004-Present ***International Doll Magazine*** Kasson, MN

**Pattern Consultant**

* + - Develop patterns for inclusion in print magazine content via internet



2004-2005 ***CCS Headstart***

Wasilla, AK

**Classroom Aide**

* + - Volunteer in classroom to work with children or by refilling supplies



2003-2004 ***Mini Doll List***

Wasilla, AK

**Graphic Designer**

* + - Created display cards for St. Louis Miniatures Museum display



**Education** Current ***Charter College***

Anchorage, AK

**B.A., Business Management & Technology**

|  |  |  |
| --- | --- | --- |
| 2005  **Business Marketing** | ***University of Alaska Southeast*** | Juneau, AK |
| * Transferred |  |  |
| 1995-1997 | ***Solano Community College*** | Fairfield, CA |

**Fashion Design Certificate**

* + - Member of Alpha Gamma Sigma Honors Society.



2003-Present ***Search Engine Optimization***

Online

* + - Website Development & Marketing Class
    - HTML, CSS, JavaScript, Content, Marketing for online businesses



**Interests** Sewing, dolls, pattern drafting, web site design & development, photography, graphic design & layout. Reading, research, crafts, cooking & parenting.

Computers.



**Awards** ▪ 1st place Alaska State Fair *2005 “Little*

*Bo Peep & Her Sheep”* Doll Costume

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    - Dollhouse Guild Award Winning Web site 2003

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* Honor Roll Student 1990-1997 Maintained a 3.25 GPA
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**Sue Darby**

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| Anchorage, AK 99508 |  | | |
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*Master Certified MS Office 2003*

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*



*Profile*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

*MS Office 95-2010 MS Project MS Visio*

*MS SharePoint 2007-2010, OneNote Adobe Pro X & XI*

*Document Design & Formatting Corel Draw Suite UML*

*Visio*

*Streamline Administrative Processes Database Improvements Data Tracking*

*Report Processes Project Management Task Management Goals Budgets*

*Timelines*

Sue i s a sp ecialist at br i dgin g th e gap betw een bu si n ess m an ager s an d I T pr of essi on al s,

he lp ing b o th gr o up s to

u n d e r stan d an d e xp la in r e q u ir e m e n ts fo r b o th u se r s an d d e ve lo p e r s. Sh e e xce ls at

ide n t ify in g e xe cutio n ste p s, b u ild in g pr o ce sse s an d d iagr am s w ith d e ta ile d in str u ctio n s fo r u se . Sh e is se e kin g a p o sitio n as a T e ch n ical W r ite r o r a b u sin e ss co m m u n icatio n s

p o sitio n w h e r e sh e can u se h e r skills w ith m u lt ip le ty p e s o f so ftw ar e an d p r e cise w r it te n and o r al co m m u n icatio ns fo r the b e ne fit o f the co m p any .

*Notable Achievements & Skills*

 Effe ctive ly e xp la in id e as & info r m a t io n to b o th te chn ical & no n - te ch n ical u se r s  C o n ve r t N e w P r o vid e r C e r t ificatio n Ap p licatio n

to fill in P D F fo r p u b lic u se

 D esign & i m plem en tation of th e “ H abilitati on H om es Pr oject” to con n ect l i cen sed h om es w i th r ecip ien ts & cer t i f ied agen cies; or i gin al “ Cr i t i cal I n ciden t Rep or t

T r acki n g” sy st em an d st ati st i cs gen er ation

 D esign im pr oved f il i n g & labelin g sy stem , ar ch i ve pr ocess, electr on i c f i le sy stem , docu m en t n am in g str u ctur e, letter tem plate ed i t i n g & stan dar di zation

 D esign ch ar ts & gr aph s f or U n i t , D epar tm en t , State & Feder al r epor ts; U M L diagr am s, t r an sl ate i n to w r i t ten pr ocesses; gath er i nf or m ation, develop con tent in cludi n g gr aph i cs, pr oof r ead & edi t tech n i cal docu m en ts

 D evelop pr ocess f or ar ch i val & of f si te stor age of f i les in cludi n g t r ai n i n g m ater ials & pr ocedur e developm en t

 D evelop plan to cr eate database con n ection s f or pr eviously i n v i si ble inf or m ation w or k ing w i th m an agem en t & I T

 Reduce M an agem en t ’s in f or m ation sy stem s d ata en t r y 50 %; i m pr oved t i m e m an agem en t

 D evelop & up date t r ai n in g m ater ial, teach & tutor classes in I n t r oduction to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on

 Publish ed auth or of “ Pattern D r af t in g f or M in i atur es” & “ Pattern M aki n g f or D olls” (L ibr ar y of Con gr ess); in “ I n ter n ati on al D oll M agazi n e”, “ D oll Castle N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M i n iatur e”

 D evelop over 10 0 m i n iatur e & sm al l doll p at ter ns in cluding testing, photogr aphy , tech ni cal w r i t ing & f i n al pr odu ct ion of h ar dcopy & electr oni c pr oducts

 W ebsite design , developm en t , & m ar ketin g i n cludin g h an d coded & W or d Pr ess based w eb si tes  Cur r i culum develop m en t & deliver y of on l in e classes

*Experience*

*GANTT Charts Technical Writing Web Master Marketing Business Owner HTML*

State of Alaska, D ivi sio n of Sen i or & D i sab il i t i es Ser vices Q uality Assur an ce, Pr ovider

C e r t ificatio n & C o m p lian ce Ad m in istr ative C le r k II, O ffice Assistan t I, O ffice Assistan t II

N in e Star Ed u catio n & Em p lo y m e n t Se r vice s

C ar e e r D e ve lo p m e n t C e n te r M e n to r & C o m p u te r In str u cto r

Su e ’s T in y C o stu m e s

Bu sin e ss O w n e r & W e b m aste r

*Education & Training*

C h ar te r C o lle ge – Alp h a Be ta Kap p a, D e an ’s List

An ch or age, AK M ay 20 0 8- P r e se n t

*CSS*

*JavaScript Perl Visual Basic*

An ch o r age , AK Ap r il 2 0 0 6 - Ap r il 2 0 0 8 Se p t 19 9 6 - P r e se n t [w w w .su e stin y co stu m e s.co m](http://www.suestinycostumes.com/)

B.S. D egr ee in Busin ess M an agem en t & T ech n ology : Con cen t r ati on in Busin ess

App licatio n s;

* + 1. e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy ; Asso ciate o f Ap p lie d Scie n ce D e gr e e in C o m p u te r Scie n ce : C o n ce n t r atio n in Bu sin e ss Ap p licatio n s; Asso ciate o f

Ap p lie d Scie n ce D e gr e e in Bu sin e ss M an age m e n t P r actice ; C e r t ificate in C o m p u te r ize d O ffice Asso ciate ; C e r t ificate in C o m p u te r ize d O ffice Sp e cialist

M icr o so ft O ffice M aste r C e r t ificatio n

20 0 9

*Product Design & Development*

W o r d , Exce l, Acce ss, P o w e r P o in t

2009

In t r od u ction to Sh ar e P oin t 20 11

Sh ar e P o in t fo r Site O w n e r s & P o w e r U se r s 20 13

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***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

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Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

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      * Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

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Web Based

Professional Achievements

* + - * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
      * Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
      * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
      * 1st Place 2005 Alaska State Fair for “Little Bo Peep & Her Sheep” published in International Doll Magazine
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**Volunteer Work**

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      * [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
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***Education***

***Bachelors of Science– Alpha Beta Kappa***

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

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***Associate of Applied Science Degree*** *in Business Management Practice*

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April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

|  |  |  |
| --- | --- | --- |
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| Research Methodologies | Telecommunications | Business Law |
| Contract Management | Human Resources | Operations Management |
| Marketing | Advanced Web Development | JavaScript |
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2

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***Website Development & Design***

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***Certifications***

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***Training***

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**Introduction to Share Point with Lab**

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**HIPAA Security 201**

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e of Alaska March 2012

e of Alaska April 2011

e of Alaska Senior & Disabilities Services March 2011

e of Alaska March 2011

e of Alaska Senior & Disabilities Services March 2010

e of Alaska May 2009

***Organizations, Memberships & Workshops***

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

***Professional Memberships***

**Association of Information Technology Professionals** Charter College October 2006-2009



3

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**Skills**

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e of Alaska Senior & Disabilities Services March 2011

e of Alaska March 2011

e of Alaska Senior & Disabilities Services March 2010

e of Alaska May 2009

***Organizations, Memberships & Workshops***

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

***Professional Memberships***

**Association of Information Technology Professionals** Charter College October 2006-2009



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***Sue Darby*** *900 Josh Dr*

*907-355-3750 Cell Palmer, AK 99645*

*907-746-5978 Home* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

**Skills**

**Technical**

* + - Streamline administrative processes, database improvements, data tracking & report processes
    - Effectively explain ideas & information to both technical & managerial users
    - Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
    - Project management including; task management, goals, budgets, timelines & GANTT Charts

**Computers, Software & Programming**

* + - Databases: MMIS, DS3, Citrix, Access
    - Office Suites: Master Certified MS Office 2003; MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, AdobePro X & XI
    - Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
    - Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
    - Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Experience \_**

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance Professional Achievements

* + - Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
    - Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly
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    - Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
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    - Develop plan to create database connections for previously invisible information working with management & IT
    - Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
    - Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
    - Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
    - Train & delegate tasks to clerical volunteers, contribute input on applicant selection or

termination

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

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    - Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews



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    - Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

[**Sue’s Tiny Costumes**](http://www.suestinycostumes.com/) **Business Owner 1996 to present**

Web Based

Professional Achievements

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    - Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
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    - Website design, development, & marketing including hand coded & Word Press based websites
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    - [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
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***Associate of Applied Science Degree*** *in Business Management Practice*

***Certificate*** *in Computerized Office Associate*

***Certificate*** *in Computerized Office Specialist*

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

|  |  |  |
| --- | --- | --- |
| Technical Writing | Project Management | Statistics |
| Research Methodologies | Telecommunications | Business Law |
| Contract Management | Human Resources | Operations Management |
| Marketing | Advanced Web Development | JavaScript |
| Perl | Visual Basic.NET |  |



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[](http://www.sue-a-darby.com/)

***Website Development & Design***

May 2003 to present GN Web Creations Universal City, TX

***Business Marketing***

August-December 2005 Uni ersity Alaska Southeast Juneau, AK

***Fashion Design (Certificate)***

September 1995 to May 1997 Solano Community College Suisun, CA

***Certifications***

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

***Training***

**Archiving Basics**

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**Introduction to Share Point with Lab**

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**HIPAA Security 201**

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**Introduction to Supervisor Training**

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**Basic Care Coordination Training for QA**

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**Introduction to Office 2007**

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**Profile**

Sue Darby is an excellent resource for bridging the gap between managers, workers and IT. She explains needs of the managers and workers to the technical staff in a way that gets things done right. She can explain the technical reasons tasks can or cannot be done by a system to the managers in a way that is clear and concise and most of all understandable to those who are not technically inclined.

**Skills**

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  + Website design, development, & marketing including hand coded & Word Press based websites
  + Curriculum development & delivery of online classes
  + Students included developmentally disabled individuals who have successfully started their own business

**Volunteer Work**

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***Certificate*** *in Computerized Office Associate*

***Certificate*** *in Computerized Office Specialist*

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing Project Management Statistics



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Research Methodologies Telecommunications Business

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***Organizations, Memberships & Workshops***

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| ***Professional Memberships*** |  |  |

**Association of Information Technology Profes**

**sionals** Charter College October 2006-2009



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**Profile**

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

**Skills**

**Technical**

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Technical Writing Project Ma

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Research Methodologies Telecommunications Busines Law

Contract Management Human Resources

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Marketing Advanced Web Development JavaScript

Perl Visual Basic.NET

***Website Development & Design***

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| August-December 2005 | University Alaska Southeast | Juneau, AK |
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[](http://www.sue-a-darby.com/)

**Profile**

Sue Darby is an excellent resource for bridging the gap between managers, workers and IT. She explains needs of the managers and workers to the technical staff in a way that gets things done right. She can explain the technical reasons tasks can or cannot be done by a system to the managers in a way that is clear and concise and most of all understandable to those who are not technically inclined.

**Skills**

**Technical**

* + - Streamline administrative processes, database improvements, data tracking & report processes
    - Effectively explain ideas & information to both technical & managerial users
    - Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation
    - Project management including; task management, goals, budgets, timelines & GANTT Charts

**Computers, Software & Programming**

* + - Databases: MMIS, DS3, Citrix, Access
    - Office Suites: Master Certified MS Office 2003; MS Office 95-2010, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, AdobePro X & XI
    - Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
    - Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
    - Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Experience \_**

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

* + - Paraprofessional Support staff for Quality Assurance Unit, Provider Certification & Recipient Services
    - Screen all incoming applications to ensure requirements are submitted; contact providers with list of missing materials; answer questions regarding requirements, ensure applications are routed to evaluators correctly
    - Continuous improvement of processes to reduce time needed for application handling during screening & throughout evaluation
    - Evaluate & process all CPR & First Aid Training Waivers including approvals & denials
    - Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
    - Develop process for archival & offsite storage of files including training materials & procedure development
    - Develop plan to create database connections for previously invisible information working with management & IT
* Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
* Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
* Train & delegate tasks to clerical volunteers, contribute input on applicant selection or termination



1

|  |  |  |
| --- | --- | --- |
| ***Sue Darby***  *907-355-3750 Cell* |  | *900 Josh Dr*  *Palmer, AK 99645* |
| *907-746-5978 Home* | [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com) | [*www.sue-a-darby.com*](http://www.sue-a-darby.com/) |

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + Reduce Management’s information systems data entry 50%; improved time management
  + Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews
  + Research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
  + Monthly statistic tracking & reporting for internal use & grant reporting
  + Work with individuals with disabilities, Public Assistance & Medicaid recipients & former inmates adhering to requirements & regulations for each program
  + Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

[**Sue’s Tiny Costumes**](http://h/) **Business Owner 1996 to present**

Web Based

Professional Achievements

* + Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
  + Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
  + Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
  + 1st Place 2005 Alaska State Fair for “Little Bo Peep & Her Sheep” published in International Doll Magazine
  + Website design, development, & marketing including hand coded & Word Press based websites
  + Curriculum development & delivery of online classes
  + Students included developmentally disabled individuals who have successfully started their own business

**Volunteer Work**

* + PRIDE Program (Rasmussen Foundation Letter) – Grant Introduction Summary 2008
  + Chugiak Children’s Services Head Start – Classroom Aide 2004
  + [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
  + [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Design 2003

***Education***

***Bachelors of Science– Alpha Beta Kappa***

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

* 1. ***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*

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing Project Management Statistics



2

|  |  |  |
| --- | --- | --- |
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| *907-746-5978 Home* | [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com) | [*www.sue-a-darby.com*](http://www.sue-a-darby.com/) |

[](http://www.sue-a-darby.com/)

Research Methodologies Telecommunications Business

Contract Management Human Resources o

Operati

Law

ns Management

***Organizations, Memberships & Workshops***

|  |  |  |
| --- | --- | --- |
| **Balancing Life & Work Novel Install Fest** | John Parker IT Expo | August 2007  October 2006 |
| **AmeriCorps Conference** | National Association for Community Volunteerism | April 2006 & 2007 |
| ***Professional Memberships*** |  |  |

**Association of Information Technology Profes**

**sionals** Charter College October 2006-2009



3

907-562-5612 Evenings

**Sue Darby**

907-334-2639 Day



[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Computer Skills**

* + - Certified Master Microsoft Office 2003 ● Web site design & development
    - Windows ● Internet marketing
    - Visual Basic .NET ● HTML
    - Corel Graphics Suite ● CSS
    - Internet Explorer ● JavaScript
    - FireFox ● Search engine optimization
    - Dream Weaver ● Open Source Applications

**Employment History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* + - * Develop tracking process for Critical Incident Reports and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
      * Compile and verify statistics based off of data collected for Federal reports
      * Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
      * Analyzing need and developing systems to make workflow more productive
      * Archive files according to policy & procedures
      * Build database tools for tracking CPR Waivers, Provider Changes,

Certification

& Technical Assistance, Design tool for interim logging of Critical Incident Reports

* + - * Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
      * Compare addresses for provider changes using MMIS & DS3
      * Create forms and templates along with databases of completed trainings, waivers and supply ordering.
      * Create tracking processes for CPR Waivers, Critical Incident Reports
      * Data entry for Critical Incident Reports
      * Database and file FA/CPR waivers
      * Edit letters, brochures & other correspondence
      * Know where various people keep important information when they are out on vacation
      * Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
      * Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
      * Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
      * Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

[](http://www.sue-a-darby.com/)

* + - * Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
      * Support supervisors with printing or copying of documents needed for meetings.
      * Track on hand supplies and order as needed or requested
      * Track records requests and scan and burn CDs for Dept of Law or other entities as needed
      * Write draft P&P for filing, critical incident reports and tracking processes

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor*

**Nine Star Education & Employment Alaska**

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Create templates used for generating reports
    - Input clients into File Maker Pro via Citrix
    - Brainstorm ways to streamline the administrative processes
    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
    - Teach computer classes
    - Aid students in preparation for the MOS exams
    - Answer student questions about various software

**Career Development Mentor**

* + - Teaches goal setting workshops
    - Confers with clients to determine what program will be most helpful
    - Assesses clients for barriers and brainstorm ways to overcome them
    - Drafts and edits resumes, cover letters and other business correspondence
    - Directs clients to appropriate resources and assists clients in their use of outside assistance
    - Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
    - Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

* + - Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

[](http://www.sue-a-darby.com/)

* + - Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
    - Developer of over 100 miniature and small doll patterns,
    - Webmaster of 100 page site
    - Online teacher of pattern drafting classes for dolls & miniature dolls
    - Web site is over 200 pages of products and information related to miniature and small dolls.

**March 2003 to September 2003 Owner of Sue's Office Support**

* + - Graphic arts
    - Document typing
    - Database management

**Volunteer Work**

* + - Hardcopy marketing materials
    - Static websites

**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

* + - Designed display cards for St Louis Miniatures Museum display September 2003.
    - Designed Library Cards for the Miniature Doll University.

**July 1992 to 2002**

**Shirley's Creative Designs** Volunteer

* + - Production sewing
    - Data entry
    - Graphic art
    - Studio style photography
    - Web site design & maintenance (not current version)
    - Trouble shoot pattern drafting problems
    - Draft patterns, computer trouble shooting

**April 2006 to April 2009**

**Education**

**B.S. Business Management & Technology**

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

B.S. Business Management Practice

A.S. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Alpha Beta Kappa Lifetime Member 2009**

Charter College, Anchorage, AK

**June 2006 to April 2009 Dean’s List**

Charter College, Anchorage, AK

**Awards**

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College, Suisun, CA

**Professional Qualifications**

**Certifications**

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009 **Microsoft Office Specialist/Expert Word** March 2007/October 2007 **Microsoft Office Specialist Power Point** September 2007

**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

**Association of Information Technology Professionals** 2006- 2009 **Balancing Life & Work** John Parker, Anchorage, AK August 2007 **Novel Install Fest** IT Expo, Anchorage, AK October 2006 **AmeriCorps Conference National Association for Community Volunteerism**

Anchorage, AK April 2006 & 2007

**Web Site & Blog**

**Development** [www.sue](http://h/) [stinycostumes.com](http://h/) [ww](http://www.books-music-more.com/) [w.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

[www.alaskaos.com](http://www.alaskaos.com/) (partner with George Davis)

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

[www.northern-gamers.com](http://www.northern-gamers.com/) (Partner with George Davis)





[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com/) (assist in maintenance with daughter)

**3311 Max Cir #2, Anchorage, AK 99507**

907-746-5978 Evenings

907-334-2639 Day

***Sue Darby***

**Highlights**

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co- workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

**May 2008 to Present**

***Office Assistant II***

**Employment History**

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
* Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

Page 1 of 3

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

**V**

**olunteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

**E**

**d u c a t i o n**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

**A.S. Business Management Practice Certificate Office Applications**

March 2007 to March 2009

**Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003**

May 2003 to present

**Website Development & Design**

GNC Web Creations

Charter College Anchorage,

AK

Nine Star Education & Employment Services

Anchorage, AK

Online Self Study

**A**

**w a r d s**

**Alpha Beta Kappa Lifetime Member 2009**

Charter College Anchorage, AK

**Dean’s List June 2006 to April 2009**

Charter College Anchorage, AK

**May 1997 Alpha Gamma Sigma Honors Society**

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**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Professional Qualifications**

**Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

Page 2 of 3

**Professional Organizations & Seminar-Workshops**

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** John Parker Anchorage, AK August 2007

**Novel Install Fest** IT Expo Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Develo pment**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

[www.alaskaos.com](http://www.alaskaos.com/) [www.](http://www.northern-gamers.com/) [northern-](http://www.northern-gamers.com/)

[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

Owner

(partner with George Davis)

**B**

**l o g s**

[Portfolio Blog http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/)

[Sue’s Tiny Costumes Blog http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/)

[Sue’s Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page 3 of 3

907-746-5978 Evenings

907-334-2639 Day

#### Sue Darby

**Highlights**

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**Employment History**

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
* Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
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* Teach computer classes
* Answer student questions about various software
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**Career Development Mentor**

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**V**

**olunteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

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[www.alaskaos.com](http://www.alaskaos.com/) [www.](http://www.northern-gamers.com/) [northern-](http://www.northern-gamers.com/)

[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

Owner

(partner with George Davis)

**B**

**l o g s**

[Portfolio Blog http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/)

[Sue’s Tiny Costumes Blog http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/)

[Sue’s Tiny Costumes Tutorials Blog http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page 3 of 3

***S***

***u e D***

***a r b y***

**Hi gh lig ht s**

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**E**

**m p l o y m e n t**

**H**

**i s t o r y**

**May 2008 to Present**

***Office Assistant II***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
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**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
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* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

**V**

**olunteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide**

**2003** [www.integrity-designs.com](http://www.integrity-designs.com/) -

**Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)-

**Graphic Designer**

2 of 2

**Educati on**

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| --- | --- |
| April 2006 to April 2009  **B.S. Business Management & Technology**  **B.S. Business Management Practice**  **A.S. Business Management Practice Certificate Office Applications** | Charter College Anchorage, AK |
| March 2007 to March 2009  **Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003** | Nine Star Education & Employment Services  Anchorage, AK |
| May 2003 to present  **Website Development & Design**  GNC Web Creations | Online Self Study |

**Awards**

|  |  |
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| **Alpha Beta Kappa Lifetime Member 2009**  Charter College | Anchorage, AK |
| **Dean’s List June 2006 to April 2009**  Charter College | Anchorage, AK |
| **May 1997 Alpha Gamma Sigma Honors Society**  Solano Community College | Suisun, CA |

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Professional Qualifications**



**Professional Organizations & Seminar-Workshops**

|  |  |
| --- | --- |
| **Association of Information Technology Professionals** | 2006-2009 |
| **Balancing Life & Work** John Parker | Anchorage, AK August 2007 |
| **Novel Install Fest** IT Expo | Anchorage, AK October 2006 |
| **AmeriCorps Conference National Association for Community Volunteerism** | Anchorage, AK April 2006 & 2007 |

**Web Site & Blog Develop ment**

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| [www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/) |  | Owner |  |
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| [Portfolio](http://blog.sue-a-darby.com/) [Blog](http://blog.sue-a-darby.com/)  [http://blog.sue-a-](http://blog.sue-a-darby.com/) [darby.com](http://blog.sue-a-darby.com/) | [Sue’s](http://weblog.suestinycostumes.com/) [Tiny](http://weblog.suestinycostumes.com/) [Costumes](http://weblog.suestinycostumes.com/) [Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/) |  | [Sue’s](http://blog.suestinycostumes.com/) [Tiny](http://blog.suestinycostumes.com/) [Costumes](http://blog.suestinycostumes.com/) [Tutorials](http://blog.suestinycostumes.com/) [Blog](http://blog.suestinycostumes.com/)  [http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/) |

2 of 2

***S***

***u e D***

***a r b y***

**Hi gh lig ht s**

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

**E**

**m p l o y m e n t**

**H**

**i s t o r y**

**May 2008 to Present**

***Office Assistant II***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
* Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
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* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
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| [Portfolio](http://blog.sue-a-darby.com/) [Blog](http://blog.sue-a-darby.com/)  [http://blog.sue-a-](http://blog.sue-a-darby.com/) [darby.com](http://blog.sue-a-darby.com/) | [Sue’s](http://weblog.suestinycostumes.com/) [Tiny](http://weblog.suestinycostumes.com/) [Costumes](http://weblog.suestinycostumes.com/) [Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/) |  | [Sue’s](http://blog.suestinycostumes.com/) [Tiny](http://blog.suestinycostumes.com/) [Costumes](http://blog.suestinycostumes.com/) [Tutorials](http://blog.suestinycostumes.com/) [Blog](http://blog.suestinycostumes.com/)  [http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/) |

2 of 2

907-562-5612 Evenings

907-334-2639 Day

*Sue Darby*

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Highlights**

I am Master Certified in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co- workers fit in the process.

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**May 2003 to present**

**Website Development & Design GNC Web Creations**

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**May 1997**

**Alpha Gamma Sigma Honors Society**

Solano Community College, Suisun, CA

**June 2006 to April 2009 Dean’s List Charter College, Anchorage, AK**

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**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

**Employm ent History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* + - Develop tracking process and improve complex process requiring a full day's work for 2 people reduced down to only 5.5 hours for one person
    - Compile and verify statistics based off of data collected for Federal reports

907-562-5612 Evenings

907-334-2639 Day

###### Sue Darby

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

* + - * Act as software & hardware user tech support; troubleshooting Office 2007, various printers and fax machines
      * Analyze the need to develop systems that make work flow more productive
      * Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
      * Plan & implement the file re-organization projects to combine file groups for coherency and to reduce risk of injury
      * Support staff for Quality Assurance Unit of thirteen professionals

**Member of the Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor – Americorps Member*

**Nine Star Education & Employment Anchorage, Alaska Administrative**

* + - * Cut Management Information Systems input time by 50%
      * Create templates used for generating reports
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      * Brainstorm ways to streamline the administrative processes
      * Answer phones & questions from the public

**Computer Instruction**

* + - * Develop class curriculum
      * Teach computer classes
      * Aid students in preparation for the Microsoft Office Specialist exams
      * Answer student questions about various software

**Career Development Mentor**

* + - * Teaches goal setting workshops
      * Confers with clients to determine what program will be most helpful
      * Assesses clients for barriers and brainstorm ways to overcome them
      * Drafts and edits resumes, cover letters and other business correspondence
      * Directs clients to appropriate resources and assists clients in their use of outside assistance
      * Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
      * Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present - Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

907-562-5612 Evenings

907-334-2639 Day

###### Sue Darby

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

* + - * Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
      * Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
      * Developer of over 100 miniature and small doll patterns,
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      * Online teacher of pattern drafting classes for dolls & miniature dolls
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**Volunteer Work**

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**Web site Marketer**

**Graphic Designer Professional Organizations &**

**Seminar-Workshops**

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**AmeriCorps Conference National Association for Community Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-more.com](http://www.books-music-more.com/)

[www.alaskaos.com](http://www.alaskaos.com/) (partner with George Davis)

907-562-5612 Evenings

907-334-2639 Day

###### Sue Darby

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Highlights**

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**April 2006 to April 2009**

**B.S. Business Management & Technology**

B.S. Business Management Practice

* 1. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**Alpha Beta Kappa Lifetime Member 2009**

Charter College, Anchorage, AK

**May 2003 to present**

**Website Development & Design GNC Web Creations**

**Awards**

**May 1997**

**Alpha Gamma Sigma Honors Society**

Solano Community College, Suisun, CA

**June 2006 to April 2009 Dean’s List Charter College, Anchorage, AK**

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**Certifications**

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Nine Star Education & Employment Services Anchorage, AK

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**Employm ent History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

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* + - * Develop class curriculum
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* + - * Teaches goal setting workshops
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      * Directs clients to appropriate resources and assists clients in their use of outside assistance
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**1996 to Present - Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

907-562-5612 Evenings

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907-746-5978 Evenings

#### Sue Darby

907-334-2639 Day

**Highlights**





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* **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
* **Developing visual training materials** for copiers, fax, file and archiving processes
* **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
* **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
* **Develop tracking process** and improve complex process
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* **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
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Page **1** of **3**

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[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

Owner

(partner with George Davis)

[Portfolio Blog http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/)

**Blogs**

[Sue’s Tiny Costumes Blog http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/)

[Sue’s Tiny Costumes Tutorials](http://blog.suestinycostumes.com/) [Blog http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page **3** of **3**

907-746-5978 Evenings

#### Sue Darby

907-334-2639 Day

**Highlights**





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**Dean’s List June 2006 to April 2009**

Charter College Anchorage, AK

**May 1997 Alpha Gamma Sigma Honors Society**

Solano Community College Suisun, CA

**Professional Qualifications Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** John Parker Anchorage, AK August 2007

**Novel Install Fest** IT Expo Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community**

**Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

[www.alaskaos.com](http://www.alaskaos.com/) [www.](http://www.northern-gamers.com/) [northern-](http://www.northern-gamers.com/)

[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

Owner

(partner with George Davis)

[Portfolio Blog http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/)

**Blogs**

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[Sue’s Tiny Costumes Tutorials](http://blog.suestinycostumes.com/) [Blog http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page **3** of **3**

907-746-5978 Evenings

#### Sue Darby

907-334-2639 Day

**Highlights**





[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co- workers fit in the process.

**May 2008 to Present**

**Employment History**

***Office Assistant I / Administrative Clerk II (Re-classed)***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
* **Developing visual training materials** for copiers, fax, file and archiving processes
* **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
* **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
* **Develop tracking process** and improve complex process
* **Compile and verify statistics** based off of data collected for Federal reports
* **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
* **Analyze the need to develop systems** that make work flow more productive through understanding each worker’s role in the process and how to streamline it
* **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
* **Support staff** for Quality Assurance Unit of fifteen professionals
* **Manage centralized e-mail** inbox for Critical Incidents

**Member of the Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input client data and statistics into database

Page **1** of **3**

* Developed Statistics report for use in grants
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

**Career Development Mentor**

* Taught goal setting workshops
* Conferred with clients to determine what program will be most helpful
* Assessed clients for barriers and brainstorm ways to overcome them
* Drafted and edited resumes, cover letters and other business correspondence
* Directed clients to appropriate resources and assists clients in their use of outside assistance
* Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conducted job-matching to find good fit between clients and hiring companies

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
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**Volunteer Work**

**2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

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**Educati on**

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Charter College Anchorage, AK

Page **2** of **3**

**Microsoft Office Master 3/2009**

**Microsoft Office Specialist/Expert Excel** 09/2007 & 03/2009 **Microsoft Office Specialist/Expert Word** 03/2007 & 10/2007 **Microsoft Office Specialist Power Point** 09/2007

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GNC Web Creations

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Page **3** of **3**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day



[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

[](http://www.sue-a-darby.com/)

**Computer Skills**

* + - Certified Master Microsoft Office
    - Corel Graphics Suite
    - Internet Explorer
    - FireFox
    - Dream Weaver
    - Web site design & development
      * Internet marketing
      * HTML
      * CSS
      * JavaScript
      * Search engine optimization
      * Open Source Applications

**Employment History May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
* Compile and verify statistics based off of data collected for Federal reports
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
* Create forms and templates along with databases of completed trainings, waivers and supply ordering.
* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Support staff for Quality Assurance Unit of twelve professionals
* Track on hand supplies and order as needed or requested
* Write draft Policy & Procedures

**Member of Green Team**- responsible for ensuring recycling is taken out bi- weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor – Americorps Member*

**Nine Star Education & Employment Anchorage, Alaska**

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Create templates used for generating reports
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    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
    - Teach computer classes
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**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day



[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Career Development Mentor**

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**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**Volunteer Work**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

* + - * Designed display cards for St Louis Miniatures Museum display September 2003.
      * Designed Library Cards for the Miniature Doll University.

**April 2006 to April 2009**

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[gamers.com](http://www.northern-gamers.com/) (Partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com/) (assist in maintenance with daughter)

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    - Support staff for Quality Assurance Unit of twelve professionals

**Member of Green Team**- responsible for ensuring recycling is taken out bi- weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor – Americorps Member*

**Nine Star Education & Employment Anchorage, Alaska**

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Create templates used for generating reports
    - Input clients data and statistics into database
    - Brainstorm ways to streamline the administrative processes
    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
    - Teach computer classes
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various software

**Career Development Mentor**

* + - Teaches goal setting workshops
* Confers with clients to determine what program will be most helpful

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

* + Assesses clients for barriers and brainstorm ways to overcome them





[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

* Drafts and edits resumes, cover letters and other business correspondence
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**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
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* Developer of over 100 miniature and small doll patterns,
* Webmaster of 100 page site
* Online teacher of pattern drafting classes for dolls & miniature dolls
* Web site is over 200 pages of products and information related to miniature and small dolls.

**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

**April 2006 to April 2009**

**Volunteer Work**

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer Education**

**B.S. Business Management & Technology**

B.S. Business Management Practice

A.S. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**Alpha Beta Kappa Lifetime Member 2009**

Charter College, Anchorage, AK

**Awards**

**June 2006 to April 2009 Dean’s List**

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**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College, Suisun, CA

**Professional Qualifications**

**Certifications**

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009

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**Highlights**





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Sue Darby is Master Certified in MS Office and enjoys using these detailed skills to create and maintain tracking systems and create mail merges. She is patient and will teach anyone the skills she has. Sue loves to write, proofread and edit documents and is learning the art of UML as part of her current position. She is good at reducing the time needed for a process through brainstorming and trying new ideas. Sue is constantly busy with projects and generally knows what major projects are going on and what her role in the big picture is to assure their completion.

**Empl oyme nt Histor y**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
* Compile and verify statistics based off of data collected for Federal reports
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
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**Computer Skills**

* Certified Master Microsoft Office
* Corel Graphics Suite
* Internet Explorer
* FireFox
* Dream Weaver
* Web site design & development
  + Internet marketing
  + HTML
  + CSS
  + JavaScript
  + Search engine optimization
  + Open Source Applications

**Employment History May 2008 to Present**

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* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Support staff for Quality Assurance Unit of twelve professionals
* Track on hand supplies and order as needed or requested
* Write draft Policy & Procedures

**Member of Green Team**- responsible for ensuring recycling is taken out bi- weekly and attend quarterly meetings.

**April 2006 to April 2008**

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**Career Development Mentor**

* Teaches goal setting workshops
* Confers with clients to determine what program will be most helpful
* Assesses clients for barriers and brainstorm ways to overcome them
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**Volunteer Work**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

* + Designed display cards for St Louis Miniatures Museum display September 2003.
  + Designed Library Cards for the Miniature Doll University.

**April 2006 to April 2009**

**Education**

**B.S. Business Management & Technology**

B.S. Business Management Practice

* 1. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

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Solano Community College, Suisun, CA

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**Certifications**

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**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**Microsoft Word 2002** November 2006

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[www.alaskaos.com](http://www.alaskaos.com/) (partner with George

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[gamers.com](http://www.northern-gamers.com/) (Partner with George Davis)

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**Computer Skills**

* + - Certified Master Microsoft Office 2003 ● Web site design & development
    - Windows ● Internet marketing
    - Visual Basic .NET ● HTML
    - Corel Graphics Suite ● CSS
    - Internet Explorer ● JavaScript
    - FireFox ● Search engine optimization
    - Dream Weaver ● Open Source Applications

**Employment History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* + - * Develop tracking process for Critical Incident Reports and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
      * Compile and verify statistics based off of data collected for Federal reports
      * Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
      * Analyzing need and developing systems to make workflow more productive
      * Archive files according to policy & procedures
      * Build database tools for tracking CPR Waivers, Provider Changes,

Certification

& Technical Assistance, Design tool for interim logging of Critical Incident Reports

* + - * Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
      * Compare addresses for provider changes using MMIS & DS3
      * Create forms and templates along with databases of completed trainings, waivers and supply ordering.
      * Create tracking processes for CPR Waivers, Critical Incident Reports
      * Data entry for Critical Incident Reports
      * Database and file FA/CPR waivers
      * Edit letters, brochures & other correspondence
      * Know where various people keep important information when they are out on vacation
      * Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
      * Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
      * Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
      * Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

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* + - * Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
      * Support supervisors with printing or copying of documents needed for meetings.
      * Track on hand supplies and order as needed or requested
      * Track records requests and scan and burn CDs for Dept of Law or other entities as needed
      * Write draft P&P for filing, critical incident reports and tracking processes

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor*

**Nine Star Education & Employment Alaska**

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Create templates used for generating reports
    - Input clients into File Maker Pro via Citrix
    - Brainstorm ways to streamline the administrative processes
    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
    - Teach computer classes
    - Aid students in preparation for the MOS exams
    - Answer student questions about various software

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    - Developer of over 100 miniature and small doll patterns,
    - Webmaster of 100 page site
    - Online teacher of pattern drafting classes for dolls & miniature dolls
    - Web site is over 200 pages of products and information related to miniature and small dolls.

**March 2003 to September 2003 Owner of Sue's Office Support**

* + - Graphic arts
    - Document typing
    - Database management

**Volunteer Work**

* + - Hardcopy marketing materials
    - Static websites

**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

* + - Designed display cards for St Louis Miniatures Museum display September 2003.
    - Designed Library Cards for the Miniature Doll University.

**July 1992 to 2002**

**Shirley's Creative Designs** Volunteer

* + - Production sewing
    - Data entry
    - Graphic art
    - Studio style photography
    - Web site design & maintenance (not current version)
    - Trouble shoot pattern drafting problems
    - Draft patterns, computer trouble shooting

**April 2006 to April 2009**

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* Track records requests and scan and burn CDs for Dept of Law or other entities as needed
* Write draft P&P for filing, critical incident reports and tracking processes

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor*

**Nine Star Education & Employment Alaska**

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Create templates used for generating reports
    - Input clients into File Maker Pro via Citrix
    - Brainstorm ways to streamline the administrative processes
    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
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    - Answer student questions about various software

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    - Directs clients to appropriate resources and assists clients in their use of outside assistance
    - Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
    - Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

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**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

### Sue Darby

907-334-2639 Day

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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* + - Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
    - Developer of over 100 miniature and small doll patterns,
    - Webmaster of 100 page site
    - Online teacher of pattern drafting classes for dolls & miniature dolls
    - Web site is over 200 pages of products and information related to miniature and small dolls.

**March 2003 to September 2003 Owner of Sue's Office Support**

* + - Graphic arts
    - Document typing
    - Database management

**Volunteer Work**

* + - Hardcopy marketing materials
    - Static websites

**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

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    - Graphic art
    - Studio style photography
    - Web site design & maintenance (not current version)
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    - Draft patterns, computer trouble shooting

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**Education**

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A.S. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

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**June 2006 to April 2009 Dean’s List**

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**Awards**

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**Web Site & Blog**

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[www.alaskaos.com](http://www.alaskaos.com/) (partner with George

Davis) [www.northern-gamers.com](http://www.northern-gamers.com/) (Partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com/) (assist in maintenance with daughter)

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**Computer Skills**

* + - Certified Master Microsoft Office 2003 ● Dream Weaver
    - Windows ● Web site design & development
    - Visual Basic .NET ● Internet marketing
    - Corel Graphics Suite ● HTML
    - Internet Explorer ● CSS
    - FireFox ● JavaScript
    - Perl ● Search engine optimization
      * Open Source Applications

**Employment History**

**May 2008 to Present**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Administrative Clerk II (Re-classed)**

* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
* Archive files according to policy & procedures
* Build database tools for tracking CPR Waivers, Provider Changes,

Certification

& Technical Assistance, Design tool for interim logging of Critical Incident Reports

* Collect FA/CPR waivers, Collect recycling, Collect supplies for projects, Collecting info
* Compare addresses for provider changes using MMIS & DS3
* Create forms and templates along with databases of completed trainings, waivers and supply ordering.
* Create tracking processes for CPR Waivers, Critical Incident Reports
* Data entry for Critical Incident Reports
* Database and file FA/CPR waivers
* Edit letters, brochures & other correspondence
* Know where various people keep important information when they are out on vacation
* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.

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* Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
* Support supervisors with printing or copying of documents needed for meetings.
* Track on hand supplies and order as needed or requested
* Track records requests and scan and burn CDs for Dept of Law or other entities as needed
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[www.alaskaos.com](http://www.alaskaos.com/) (partner with George

Davis) [www.northern-gamers.com](http://www.northern-gamers.com/) (Partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com/) (assist in maintenance with daughter)

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Marketing Perl | Advanced Web Development Visual Basic.NET | | JavaScript | |
| ***Website Development & Design*** | |  | |  |
| May 2003 to present | | GNC Web Creations | | Universal City, TX |
| ***Business Marketing*** | |  | |  |
| August-December 2005 | | University Alaska Southeast | | Juneau, AK |
| ***Fashion Design (Certificate)*** | |  | |  |
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| ***Certifications*** | |  | |  |
| ***Microsoft Office 2003 Master*** | |  | |  |
| March 2009 | | Nine Star Education & Employment Services | | Anchorage, AK |
| ***Training*** | |  | |  |
| **Archiving Basics** | | State of Alaska | | March 2012 |
| **Introduction to Share Point with Lab** | | State of Alaska | | April 2011 |
| **HIPAA Security 201** | | State of Alaska Senior & Disabilities Services | | March 2011 |
| **Introduction to Supervisor Training** | | State of Alaska | | March 2011 |
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*Sue Darby*

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*MS SharePoint 2007-2010, OneNote AdobePro X & XI*

*Document Design & Formatting Corel Draw Suite UML*

*Visio*

*Streamline Administrative Processes*

*Database Improvements Data Tracking Report Processes*

*Project Management Task Management*

*Notable Achievements & Skills \_*

 Ef f ectively explain ideas & in f or m ation to both tech n i cal & n on - te ch n ical u se r s  C o n ve r t N e w P r o vid e r C e r t ificatio n Ap p licatio n

to fill in P D F fo r p u b lic u se

 D esign & i m plem en tation of th e “ H abilitati on H om es Pr oject” to con n ect l i cen sed h om es w i th r ecip ien ts & cer t i f ied agen cies; or i gin al “ Cr i t i cal I n ciden t Rep or t

T r acki n g” sy st em an d st ati st i cs gen er ation

 D esign im pr oved f i l i n g & labelin g sy stem , ar ch i ve pr ocess, electr on i c f i le sy st em , docu m en t n am in g str u ctur e, letter tem plate ed i t i n g & stan dar di zation

 D esign ch ar ts & gr aph s f or U n i t , D epar tm en t , State & Feder al r epor ts; U M L diagr am s, t r an slate i n to w r i t ten pr ocesses; gath er i n f or m ation , develop con ten t in cludi n g gr aph i cs, pr oof r ead & edi t tech n i cal docu m en ts

 D evelop pr ocess f or ar ch i val & of f si te stor age of f i les in cludi n g t r ai n i n g m ater ials & pr ocedur e developm en t

 D evelop plan to cr eate database con n ection s f or pr eviously i n v i si ble inf or m ation w or k ing w i th m an agem en t & I T

 Reduce M an agem en t ’s in f or m ation sy stem s d ata en t r y 50 %; i m pr oved t i m e m an agem en t

 D evelop & up date t r ai n in g m ater ial, teach & tutor classes in I n t r oduction to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on

 Publish ed auth or of “ Pattern D r af t in g f or M in i atur es” & “ Pattern M aki n g f or D olls” (L ibr ar y of Con gr ess); in “ I n ter n ati on al D oll M agazi n e”, “ D oll Castle N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M i n iatur e”

 D evelop over 10 0 m i n iatur e & sm al l doll p at ter ns in cluding testing, photogr aphy , tech ni cal w r i t ing & f i n al pr odu ct ion of h ar dcopy & electr oni c pr oducts

 W ebsite design , developm en t , & m ar ketin g i n cludin g h an d coded & W or d Pr ess based w eb si tes  Cur r i culum develop m en t & deliver y of on l in e classes

*Experience \_*

*Goals Budgets Timelines*

*GANTT Charts Technical Writing Web Master Marketing*

State of Alaska, D ivi sio n of Sen i or & D isab ilitie s Se r vice s Q u ality Assu r an ce , P r o vid e r

C e r t ificatio n & C o m p lian ce Ad m in istr ative C le r k II, O ffice Assistan t I, O ffice Assistan t II

N in e Star Ed u catio n & Em p lo y m e n t Se r vice s

C ar e e r D e ve lo p m e n t C e n te r M e n to r & C o m p u te r In str u cto r

Su e ’s T in y C o stu m e s

Bu sin e ss O w n e r & W e b m aste r

*Education & Training*

C h ar te r C o lle ge – Alp h a Be ta Kap p a, D e an ’s List

An ch or age, AK M ay 20 0 8- P r e se n t

An ch o r age , AK Ap r il 2 0 0 6 - Ap r il 2 0 0 8

*Business Owner HTML CSS*

*JavaScript Perl*

Se p t 19 9 6 - P r e se n t [w w w .su e stin ycostu m e s.com](http://www.suestinycostumes.com/)

B.S. D egr ee in Busin ess M an agem en t & T ech n ology : Con cen t r ati on in Busin ess

App licatio n s;

B.S. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy ; Asso ciate o f Ap p lie d Scie n ce D e gr e e in C o m pute r Scie n ce : C o n ce n t r a t io n in Bu sin e ss App lica t io n s; Asso ciate o f Ap p lie d

Scie n ce D e gr e e in Bu sin e ss M an age m e n t P r actice ; C e r t ificate in C o m p u te r ize d O ffice Asso ciate ; C e r t ificate in C o m p u te r ize d O ffice Sp e cialist

M icr o so ft O ffice M aste r C e r t ificatio n W o r d , Exce l, Acce ss, P o w e r P o in t

*2009*

*2009*

*VisualBasic*

*Product Design & Development*

In t r od u ction to Sh ar e p oin t *2011*

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*Streamline Administrative Processes Database Improvements Data Tracking*

*Report Processes Project Management Task Management Goals Budgets*

*Timelines*

*Profile*

Sue i s a sp ecialist at br i dgin g th e gap betw een bu si n ess m an ager s an d I T pr of essi on al s,

h e lp in g b o th gr o u ps to un de r stan d an d e xp la in r e q u ir e m e n ts fo r b o th u se r s an d

d e ve lo p e r s. Sh e e xce ls at id e n t ify in g e xe cu t io n ste p s, b u ild in g p r o ce sse s an d d iagr am s w ith d e taile d in str u ctio n s fo r u se . Sh e is se e kin g a p o sitio n as a T e ch n ical W r ite r o r a

b u sine ss co m m un icatio ns p o sitio n w he r e she can u se he r skills w ith m u lt ip le ty p e s o f

so ftw ar e an d p r e cise w r it te n an d o r al co m m u n icatio n s fo r th e b e n e fit o f th e co m p an y .

*Notable Achievements & Skills*

 Effe ctive ly e xp la in id e as & info r m a t io n to b o th te chn ical & no n - te ch n ical u se r s

 C on ve r t N e w P r ovid e r C e r t ification Ap p lica t ion to fill in P D F for p u b lic u se w ith Ad o be P r o XI

 D e sign im p r o ve d filin g & lab e lin g sy ste m , ar ch ive p r o ce ss, e le ctr o n ic file sy ste m , d o cu m e n t n am in g str u ctu r e , le t te r te m p la te e d it in g & stan d ar d izatio n

 D e sign ch ar ts & gr ap h s fo r U n it , D e p ar tm e n t , State & Fe d e r al r e p o r ts; U M L d iagr am s, t r an sla te in to w r it te n p r o ce sse s; gath e r in fo r m atio n , d e ve lo p co n te n t in clud in g gr aph ics, pr o o fr e ad & e d it te ch n ical do cu m e n ts

 D e ve lo p p r o ce ss fo r a r ch ival & o ffsite sto r age o f file s in clu d in g t r ain in g m ate r ia ls & p r o ce d u r e d e ve lo p m e n t

 D e ve lo p p lan to cr e a te d atab ase co n n e ctio n s fo r p r e vio u sly in visib le info r m a t io n w o r k ing w ith m anage m e n t & IT

 Reduce M an agem en t ’s in f or m ation sy stem s d ata en t r y 50 %; i m pr oved t i m e m an agem en t

 D evelop & upd ate t r ai n in g m ater ial, teach & tutor classes in I n t r odu ction to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on

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Q uality Assur an ce, Pr ovider Cer tif i cation & Com plian ce Adm i n i st r ati ve Cler k I I , O f f i ce

Assistan t I, O ffice Assistan t II

N in e Star Ed u catio n & Em p lo y m e n t Se r vice s

C ar e e r D e ve lo p m e n t C e n te r M e n to r & C o m p u te r In str u cto r

Su e ’s T in y C o stu m e s

Bu sin e ss O w n e r & W e b m aste r

*Education & Training*

C h ar te r C o lle ge – Alp h a Be ta Kap p a, D e an ’s List

An ch or age, AK

M ay 20 0 8 - P r e se n t

*CSS*

*JavaScript Perl Visual Basic*

An ch o r age , AK Ap r il 2 0 0 6 - Ap r il 2 0 0 8 Se p t 19 9 6 - P r e se n t [w w w .su e stin y co stu m e s.co m](http://www.suestinycostumes.com/)

B.S. D egr ee in Busin ess M an agem en t & T ech n ology : Con cen t r ati on in Busin ess

App licatio n s;

* 1. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy ; Asso ciate o f Ap p lie d Scie n ce D e gr e e in C o m p u te r Scie n ce : C o n ce n t r atio n in Bu sin e ss Ap p licatio n s; Asso ciate o f

Ap p lie d Scie n ce D e gr e e in Bu sin e ss M an age m e n t P r actice ; C e r t ificate in C o m p u te r ize d O ffice Asso ciate ; C e r t ificate in C o m p u te r ize d O ffice Sp e cialist

M icr o so ft O ffice M aste r C e r t ificatio n

*2009*

*Product Design & Development*

W o r d , Exce l, Acce ss, P o w e r P o in t *2009*

In t r od u ction to Sh ar e P oin t *2011*

Sh ar e P o in t fo r Site O w n e r s & P o w e r U se r s *2013*

***Sue Darby***

907-746-5978

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***Technical Achievements***

* + - Design and implementation of projects. “Habilitation Homes Project” &“Critical Incident Report Tracking
    - Streamline administrative processes, database improvements, data tracking and report processes
    - Effectively explain ideas and information to both technical and managerial users
    - Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
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*Sue’s Tiny Costumes* Owner Oct

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**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Design and implementation of projects:
  + “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  + “Critical Incident Report Tracking” system and statistics generation
  + Implement final product to reveal compliance issues and regulatory issues
* Streamline administrative processes, database improvements, data tracking and report processes o Research date & bates stamping equipment purchase to reduce clerical processing time o Develop checklists to ensure applications processing efficiency
  + Develop note entry process to provide accurate data for weekly reporting processes
* Effectively explain ideas and information to both technical and managerial users
  + Explain many MS Office skills to others ensuring efficient
  + Write technical tutorials for future staff reference
  + Write business document to correct errors and improve data results for public search tool
* Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
  + Track marketing efforts to increase visitor conversion
* Website design, development, including hand coded and Word Press based websites
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
  + Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* Publish
  + 2 books, multiple articles and over 100 miniature and small doll patterns
  + Technical instructions with drawn diagrams
  + Photography of final products
  + Copyright holder for both books
  + Published author in 4 magazines
* Develop and continually improve administrative and unit processes
  + Design and write tutorials, diagrams and hands on training methods
  + Contribute to formal policies during development phases
  + Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
  + Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness
  + Contact providers with list of missing materials
  + Provide technical assistance regarding requirements
  + Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

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| *Coffee Institute* | Owner | Oct |

2008 -Present *Nine Star Education & Employment*

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**Relevant Classes**

* Technical Writing
* Project Management
* Statistics
* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Website Development and Design**

GNC Web Creations Online

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| ***Bachelors of Science Degree*** *- Business Management and Technology* |
| ***Associate of Applied Science Degree -*** *Computer Science: Concentration in Business Applications* |
| ***Associate of Applied Science Degree*** *- Business Management Practice* |
| ***Certificate*** *- Computerized Office Associate* |
| ***Certificate*** *- Computerized Office Specialist* |
| **Website Development and Design** |
| GNC Web Creations |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Fashion Design (Certificate)** |
| Solano Community College Suisun, CA |
| Brooks College Fashion Design |
| **Certifications** |
| **Microsoft Office 2003 Master**  Nine Star Education and Employment Anchorage, AK |
| **Training** |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| HIPAA Security 201 State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |
| **Organizations, Memberships and Workshops** |  |
| Balancing Life and Work John Parker |  |
| Novel Install Fest IT Expo |  |

AmeriCorps Conference National Association for Community Volunteerism Association of Information Technology Professionals Charter College

***Sue Darby***

907-746-5978 Home 907--355-3750 Cell

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

Twitter: @suedarby Linkedin <https://www.linkedin.com/in/suedarby>

***Computer Skills***

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

***Technical Achievements***

* Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Website design, development, including hand coded and Wordpress based websites
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

***Experience (Part-Time)***

|  |  |  |
| --- | --- | --- |
| *Sue’s Tiny Costumes Alaska Office Specialists* | Entrepreneur Entrepreneur | Oct 1995-Present Oct 2008 -Present |
| *Books, Music & More* | Entrepreneur | Oct 2008 -Present |
| *Coffee Institute* | Entrepreneur | Oct 2008 -Present |

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistic

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~

Operations Management ~ Perl ~ Marketing ~ JavaScript ~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~

**Training**

|  |  |  |
| --- | --- | --- |
| COGNOS |  | 2014 |
| HIPAA Security 201 State of Alaska |  | 2008-2014 |
| Archiving Basics State of Alaska |  | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |  |
| Introduction to Supervisor Training State of Alaska |  | 2011 |
| Basic Care Coordination Training for QA State of Alaska |  | 2010 |
| Introduction to Office 2007 State of Alaska |  | 2009 |

Sue Darby

3311 Max Cir. #2 Anchorage

, AK

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[w.sue-a-](http://h/) [darby.com](http://h/) [sue@sue-](mailto:sue@sue-a-darby.com) [a-](mailto:sue@sue-a-darby.com) [darby.com](mailto:sue@sue-a-darby.com)

January 11, 2010

SRX Group

550 Post Oak #400

Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

* Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
* I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
* Data needed for meetings and other functions are early or on time consistently.
* You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
* I designed “The Darby Report” for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
* I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562- 5612 (eve) or by e-mail at [sue@sue-a-darby.com.](http://h/) I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

S ue Dar by

Sue Darby Enclosur

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***Experience***

**Office Assistant II May 2008 to Present**

**Sue Darby | Webmaster & Technical Writer**

**Contact Sue Email**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

* Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
* Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
* Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
* Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
* Provide technical assistance of statutes, regulations, policies, & procedures via phone, e- mail, & in person
* Team Lead for multiple volunteers; trained and delegated duties as needed

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska

* + Reduce Management’s information systems data entry 50%; improved time management
  + Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
  + Monthly statistic tracking & reporting for internal use & grant reporting
  + Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner 1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/) [www.suestinycostumes.com](http://www.suestinycostumes.com/)

* + Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
  + Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
  + Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
  + Website design, development, & marketing including hand coded & Word Press based websites

**Volunteer Work**

* + PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
  + Chugiak Children’s Services Head Start – Classroom Aide 2004
  + [www.integrity-designs.com](http://www.integrity-designs.com/) –Online Marketing 2003
  + [www.minidolllist.com](http://www.minidolllist.com/)– Graphic Design 2003

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

**Phone**

907-746-5978

**Website**

[www.sue-a-darby.com](http://www.sue-a-darby.com/)

**LinkedIn**

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby/)

**Education**

1. *S.* Business Management & Technology*;* Concentration in

Business Applications *A.S* Computer Science *– Alpha Beta Kappa Honors– Charter College 2009*

*Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009 Business Marketing Courses – University Alaska Southeast 2005*

*Fashion Design Certificate – Solano Community College 1997*

**Skills**

*Web Master*, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting,* MS Office, MS Project, MS Visio, AdobePro, *Corel Draw Suite*

*Database Improvements,* Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

**Training**

*Website Development & Design/SEO– GNC Web Creations Ongoing*

*SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care Coordination for QA, Intro to Office 2007 – State of Alaska*

|  |  |  |
| --- | --- | --- |
| ***Sue Darby***  *907-334-2639 Work* |  | *900 Josh Dr*  *Palmer, AK 99645* |
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[](http://www.sue-a-darby.com/)

**Skills**

**Computers, Software & Programming**

* + Master Certified Office 2003; MS Office 95-2010, MS Project, OneNote, Open Office, AdobePro
  + Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Suse, Ubuntu; Android
  + HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
  + Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Technical**

* + Effectively explain ideas & information to both technical & managerial users
  + Cut Management Information Systems input time by 50%
  + Streamline administrative processes, database improvements
  + Project management including task management, goals, budgets, timelines & GANTT Charts

**Experience**



**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units Professional Achievements

* + Gather information, determine specifications, develop content including illustrations or screen shots, proofread & edit technical documents
  + Develop process for archival & offsite storage of files including training materials & procedure development
  + Develop plan to create database connections for previously invisible information working with management & IT
  + Design charts & graphs for Unit, Department, State & Federal reports
  + Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
  + Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
  + Team leadership for up to 3 individuals
  + Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + Reduce Management’s information systems data entry 50%
  + Analyze skills & issues of job seekers for job matching, resumes, cover letters, interviews
  + Develop or update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
  + Monthly statistic tracking & reporting for internal use & grants

[**Sue’s Tiny Costumes**](http://www.suestinycostumes.com/) **1996 to present**

Web Based

Professional Achievements

* + Published author of Pattern Drafting for Miniatures & Pattern Making for Dolls
  + Published author in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, &

Dolls In Miniature

* + Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
  + Website design, development, & marketing including hand coded & Word Press based websites
  + Curriculum development for online classes

**Volunteer Work**

* + PRIDE Program Rasmussen – Grant Writer 2008



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* + Chugiak Children’s Services Head Start – Classroom Aide 2004
  + [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
  + [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Design 2003

***Education***

***Bachelors – Alpha Beta Kappa***

Business Management Practice, Business Management & Information Technology

Associates Business Management Practice, Business Management & Information Technology Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing, Advanced Web Development, JavaScript, Perl, Visual Basic.NET

***Website Development & Design***

May 2003 to present

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***Business Marketing***

August-December 2005

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***Fashion Design (Certificate)***

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Web Creations Universal City, TX

ersity Alaska Southeast Juneau, AK

September 1995 to May 1997 Solano Community College Suisun, CA

***Certifications***

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

***Training***

**Introduction to Share Point with Lab**

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**HIPAA Security 201**

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**Introduction to Supervisor Training**

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**Basic Care Coordination Training for QA**

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**Introduction to Office 2007**

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e of Alaska Senior & Disabilities Services April 2011

e of Alaska Senior & Disabilities Services March 2011

e of Alaska March 2011

e of Alaska Senior & Disabilities Services March 2010

e of Alaska Senior & Disabilities Services May 2009

***Organizations, Memberships & Workshops***

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

***Professional Memberships***

**Association of Information Technology Professionals** Charter College October 2006- 2009



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[](http://www.sue-a-darby.com/)

**Skills**

**Computers, Software & Programming**

* + - Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
    - Communicates effectively with both technical & non-technical users
    - Troubleshoot Office 2003, 2007 & 2010, peripherals, network printers & laptops
    - Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
    - Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
    - Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

**Technical**

* + - Gather information, determine specifications, develop content including necessary illustrations or screen shots, proofread and edit technical documents for State of Alaska Quality Assurance –Provider Certification Unit
    - Project management including task management, goals, timelines and GANTT Charts
    - Participate in work groups for new regulations & new application
    - Cut Management Information Systems input time by 50%
    - Streamline the administrative processes, database improvements
    - Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
    - Develop specific process for archival & offsite storage of files, database connections for previously invisible provider information
    - Effectively explain ideas and information to both technical and managerial users

**Experience**



**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* + - Design charts & graphs for Department, State & Federal reports
    - Team leadership for up to 3 individuals
    - Participate in policy & procedure development workgroups
    - Assist in development of new Provider Certification Application
    - Process streamlining
    - Technical training materials
    - Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services

**Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + - Reduce Management’s information systems data entry 50%
    - Statistic tracking & reporting for internal use & grants
    - Job matching, resumes, cover letters, interviews
  + Introduction to computers instruction; MS Office Certification preparation tutoring
  + Develop or update training material for beginning and intermediate computer classes



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[](http://www.sue-a-darby.com/)

[**Sue’s Tiny Costumes**](http://www.suestinycostumes.com/) **1996 to present**

Web Based

Professional Achievements

* + - Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
    - Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
    - Develop over 100 miniature & small doll patterns
    - Website design, development, & marketing
    - Curriculum development for online classes

[**Books, Music & More**](http://www.books-music-more.com/) **2008 to present**

Web Based

Professional Achievements

* + - Article writing
    - Affiliate program links
    - Research
    - Marketing
    - Social media management

[**Alaska Office Specialists**](http://www.alaskaos.com/) **2008 to Present**

Web Based

Professional Achievements

* + - Article writing
    - Business development
    - Research
    - Marketing
    - Social media management
    - Consulting

**Volunteer Work**

* + - PRIDE Program Rasmussen – Grant Writer 2008
    - Chugiak Children’s Services Head Start – Classroom Aide 2004
    - [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
    - [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Designer for 2003

*Education*

***Bachelors – Alpha Beta Kappa***

Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

***Website Development & Design***

|  |  |  |
| --- | --- | --- |
| May 2003 to present | GNC Web Creations | Universal City, TX |
| ***Business Marketing*** |  |  |
| August-December 2005 | University Alaska Southeast | Juneau, AK |
| ***Fashion Design (Certificate)*** |  |  |
| September 1995 to May 1997 | Solano Community College | Suisun, CA |



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[](http://www.sue-a-darby.com/)

*Certifications*

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

Training

**Introduction to Share Point with Lab** State of Alaska Senior & Disabilities Services April 2011 **HIPAA Security 201** State of Alaska Senior & Disabilities Services March 2011 **Introduction to Supervisor Training** State of Alaska March 2011 **Basic Care Coordination Training for QA** State of Alaska Senior & Disabilities Services March 2010 **Introduction to Office 2007** State of Alaska Senior & Disabilities Services May 2009 **Organizations, Memberships & Workshops**

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference**

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Professional Memberships

**Association of Information Technology Profession**

ional Association for Community Volunteerism April 2006 & 2007

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**als** Charter College October 2006- 2009



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| **Skills** |  |  |

**Computers, Software & Programming**

* + Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
  + Communicates effectively with both technical & non-technical users
  + Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
  + Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
  + Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
  + Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

**Business Management & Marketing**

* + Manage small business including product development, class development, marketing & budget
  + Project management including task management, goals, timelines and GANTT Charts
  + Set project goals, determine risks, prepare contingency plan, & time line for achievement
  + Participate in work groups for new regulations & new application
  + Participate in a variety of business promotional activities on social media, other groups & forums

**Administrative**

* + Cut Management Information Systems input time by 50%
  + Brainstorm ways to streamline the administrative processes, database improvements
  + Screen Certification Packets, checking for completeness & updating databases as required
  + Monitor compliance with the new requirements for training
  + Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
  + Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services
  + Develop specific process for processing archival & offsite storage of files

**Experience**



**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* + Design charts & graphs for Department, State & Federal reports
  + Team leadership
  + Policy & procedure development
  + Process streamlining
  + Technical training materials

**Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + Reduce Management’s information systems data entry 50%
  + Statistic tracking & reporting for internal use & grants
  + Job matching, resumes, cover letters
  + Introduction to computers instruction; MS Office Certification preparation tutoring

[**Sue’s Tiny Costumes**](http://www.suestinycostumes.com/) **1996 to present**

Web Based

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| ***Sue Darby***  ***907-334-2639 Work*** |  | ***900 Josh Dr***  ***Palmer, AK 99645*** |
| ***907-746-5978 Home***  Professional Achievements | [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com) | [***www.sue-a-darby.com***](http://www.sue-a-darby.com/) |

* + Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
  + Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
  + Develop over 100 miniature & small doll patterns
  + Website design, development, & marketing
  + Curriculum development for online classes

[**Books, Music & More**](http://www.books-music-more.com/) **2008 to present**

Web Based

Professional Achievements

* + Article writing
  + Affiliate program links
  + Research
  + Marketing
  + Social media management

[**Alaska Office Specialists**](http://www.alaskaos.com/) **2008 to Present**

Web Based

Professional Achievements

* + Article writing
  + Business development
  + Research
  + Marketing
  + Social media management
  + Consulting

**Volunteer Work**

* + PRIDE Program Rasmussen – Grant Writer 2008
  + Chugiak Children’s Services Head Start – Classroom Aide 2004
  + [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
  + [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Designer for 2003
  + Shirley’s Creative Designs – Production Assistant July 1992 to 2002

*Education*

***Bachelors – Alpha Beta Kappa***

Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

***Website Development & Design***

May 2003 to present GNC Web Creations Universal City, TX

***Business Marketing***

August-December 2005 University Alaska Southeast Juneau, AK

***Fashion Design (Certificate)***

September 1995 to May 1997 Solano Community College Suisun, CA

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***Sue Darby 900 Josh Dr***

***907-334-2639 Work Palmer, AK 99645***

***907-746-5978 Home*** [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com)[***www.sue-a-darby.com***](http://www.sue-a-darby.com/)

*Certifications*

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

*Training*

**Introduction to Share Point with Lab** State of Alaska Senior & Disabilities Services April 2011 **HIPAA**

Disabilities Services March 2010 **Introduction to Office 2007** State of Alaska Seni

**Organizations, Memberships & Workshops**

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

Professional Memberships

**Association of Information Technology Professionals** Charter College

October 2006- 2009

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| **Skills** |  |  |

**Computers, Software & Programming**

* + Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
  + Communicates effectively with both technical & non-technical users
  + Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
  + Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
  + Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
  + Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

**Business Management & Marketing**

* + Manage small business including product development, class development, marketing & budget
  + Project management including task management, goals, timelines and GANTT Charts
  + Set project goals, determine risks, prepare contingency plan, & time line for achievement
  + Participate in work groups for new regulations & new application
  + Participate in a variety of business promotional activities on social media, other groups & forums

**Administrative**

* + Cut Management Information Systems input time by 50%
  + Brainstorm ways to streamline the administrative processes, database improvements
  + Screen Certification Packets, checking for completeness & updating databases as required
  + Monitor compliance with the new requirements for training
  + Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
  + Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services
  + Develop specific process for processing archival & offsite storage of files

**Experience**



**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* + Design charts & graphs for Department, State & Federal reports
  + Team leadership
  + Policy & procedure development
  + Process streamlining
  + Technical training materials

**Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + Reduce Management’s information systems data entry 50%
  + Statistic tracking & reporting for internal use & grants
  + Job matching, resumes, cover letters
  + Introduction to computers instruction; MS Office Certification preparation tutoring

[**Sue’s Tiny Costumes**](http://www.suestinycostumes.com/) **1996 to present**

Web Based

1

|  |  |  |
| --- | --- | --- |
| ***Sue Darby***  ***907-334-2639 Work*** |  | ***900 Josh Dr***  ***Palmer, AK 99645*** |
| ***907-746-5978 Home***  Professional Achievements | [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com) | [***www.sue-a-darby.com***](http://www.sue-a-darby.com/) |

* + Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
  + Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
  + Develop over 100 miniature & small doll patterns
  + Website design, development, & marketing
  + Curriculum development for online classes

[**Books, Music & More**](http://www.books-music-more.com/) **2008 to present**

Web Based

Professional Achievements

* + Article writing
  + Affiliate program links
  + Research
  + Marketing
  + Social media management

[**Alaska Office Specialists**](http://www.alaskaos.com/) **2008 to Present**

Web Based

Professional Achievements

* + Article writing
  + Business development
  + Research
  + Marketing
  + Social media management
  + Consulting

**Volunteer Work**

* + PRIDE Program Rasmussen – Grant Writer 2008
  + Chugiak Children’s Services Head Start – Classroom Aide 2004
  + [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
  + [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Designer for 2003
  + Shirley’s Creative Designs – Production Assistant July 1992 to 2002

*Education*

***Bachelors – Alpha Beta Kappa***

Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

***Website Development & Design***

May 2003 to present GNC Web Creations Universal City, TX

***Business Marketing***

August-December 2005 University Alaska Southeast Juneau, AK

***Fashion Design (Certificate)***

September 1995 to May 1997 Solano Community College Suisun, CA

2

***Sue Darby 900 Josh Dr***

***907-334-2639 Work Palmer, AK 99645***

***907-746-5978 Home*** [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com)[***www.sue-a-darby.com***](http://www.sue-a-darby.com/)

*Certifications*

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

*Training*

**Introduction to Share Point with Lab** State of Alaska Senior & Disabilities Services April 2011 **HIPAA**

Disabilities Services March 2010 **Introduction to Office 2007** State of Alaska Seni

**Organizations, Memberships & Workshops**

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

Professional Memberships

**Association of Information Technology Professionals** Charter College

October 2006- 2009

3

907-746-5978 Evenings

***Sue Darby***

907-334-2639 Day

**Highlights**





[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co- workers fit in the process.

**May 2008 to Present**

**Employment History**

***Office Assistant I / Administrative Clerk II (Re-classed)***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
* **Developing visual training materials** for copiers, fax, file and archiving processes
* **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
* **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
* **Develop tracking process** and improve complex process
* **Compile and verify statistics** based off of data collected for Federal reports
* **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
* **Analyze the need to develop systems** that make work flow more productive through understanding each worker’s role in the process and how to streamline it
* **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
* **Support staff** for Quality Assurance Unit of fifteen professionals
* **Manage centralized e-mail** inbox for Critical Incidents

**Member of the Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input client data and statistics into database

Page **1** of **3**

* Developed Statistics report for use in grants
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

**Career Development Mentor**

* Taught goal setting workshops
* Conferred with clients to determine what program will be most helpful
* Assessed clients for barriers and brainstorm ways to overcome them
* Drafted and edited resumes, cover letters and other business correspondence
* Directed clients to appropriate resources and assists clients in their use of outside assistance
* Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conducted job-matching to find good fit between clients and hiring companies

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Developer of over 100 miniature and small doll patterns
* Webmaster of 35 page site
* Online teacher of pattern drafting classes for dolls & miniature dolls
* Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

**Volunteer Work**

**2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

**Educati on**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

* 1. **Business Management Practice Certificate Office Applications**

Charter College Anchorage, AK

Page **2** of **3**

**Microsoft Office Specialist/Expert Excel** 09/2007 & 03/2009 **Microsoft Office Specialist/Expert Word** 03/2007 & 10/2007 **Microsoft Office Specialist Power Point** 09/2007

**Microsoft Office Specialist Access** 11/2007

Nine Star Education & Employment Services Anchorage, AK

May 2003 to present

**Website Development & Design**

GNC Web Creations

Online Self Study

**Awards**

**Alpha Beta Kappa Lifetime Member 2009**

Charter College Anchorage, AK

**Dean’s List June 2006 to April 2009**

Charter College Anchorage, AK

**May 1997 Alpha Gamma Sigma Honors Society**

Solano Community College Suisun, CA

**Professional Qualifications Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006

**Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** John Parker Anchorage, AK August 2007

**Novel Install Fest** IT Expo Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community**

**Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

[www.alaskaos.com](http://www.alaskaos.com/) [www.](http://www.northern-gamers.com/) [northern-](http://www.northern-gamers.com/)

[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

Owner

(partner with George Davis)

[Portfolio Blog http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/)

**Blogs**

[Sue’s Tiny Costumes Blog http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/)

[Sue’s Tiny Costumes Tutorials](http://blog.suestinycostumes.com/) [Blog http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page **3** of **3**

907-562-5612 Evenings

*Sue Darby*

907-334-2639 Day

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**Computer Skills**

* + - Certified Master Microsoft Office
    - Windows
    - Corel Graphics Suite
    - Internet Explorer, FireFox
* DreamWeaver
* HTML, CSS, JavaScript
* Internet marketing
* Search engine optimization
* Open Source Applications

**May 2008 to Present**

**Employment History**

*State of Alaska, Division of Senior & Disabilities, Quality Assurance*

**Office Assistant I / Admin Clerk II (Re-classed)**

* + Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid Waivers.
  + Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
  + Analyzing need and develop systems to make workflow more productive for the unit
  + Build database tools for tracking CPR Waivers, Provider Changes, Certification & Technical Assistance, design Critical Incident Log
  + Create forms, templates, and tracking processes for CPR Waivers, Critical Incident Reports, provide management with statistical data for quarterly reports based off of various tools
  + Know where various people keep important information when they are out of the office
  + Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
  + Organize unit e-mail tracking who was sent each complaint or data change along with tracking where Critical Incident Reports and CPR Waivers are in their various processes, archiving SDS E-alerts
  + Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
  + Track records requests and scan and burn CDs for Department of Law or other entities as needed
  + Write draft Policy & Procedure for filing, critical incident reports and tracking processes

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

*Career Development Center Mentor/ Computer Instructor* **Nine Star Education & Employment Alaska Administrative**

* + Cut Management Information Systems input time by 50%
  + Create templates used for generating reports
  + Input clients into File Maker Pro via Citrix

**3311 Max Cir #2, Anchorage, AK 99507**

907-562-5612 Evenings

###### Sue Darby

907-334-2639 Day

* + - Brainstorm ways to streamline the administrative processes
    - Answer phones & questions from the public

**Computer Instruction**

* + - Develop class curriculum
    - Teach computer classes
    - Aid students in preparation for the MOS exams
    - Answer student questions about various software

**Career Development Mentor**

* + - Teach goal setting workshops

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

* + Confer with clients to determine what program will be most helpful
  + Assess clients for barriers and brainstorm ways to overcome them
  + Draft and edit resumes, cover letters and other business correspondence
  + Direct clients to appropriate resources and assist in their use of outside assistance
  + Assist clients in registration for and use of the ALEXSYS system for the Department of Labor
  + Conduct job-matching to find good fit between clients and hiring companies

**Business & Web Development**

**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

* + Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
  + Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
  + Developer of over 100 miniature and small doll patterns,
  + Online teacher of pattern drafting classes for dolls & miniature dolls
  + Web site is over 200 pages of products and information related to miniature and small dolls.

**2009 to Present**

**The Coffee Institute -** Partner

* + Small start up reviewing various coffee cafes

**2008 to Present**

**Alaska Office Specialists -** Owner

* + Specializing in document creation & management and projects
  + Design & develop 10 page website showcasing services offered

**2008 to Present**

**Books, Music & More -** Owner

* + Reviews of various books, music and other unique items in a fun setting online.

**Volunteer Work**

**March 2003 to September 2003 Owner of Sue's Office Support**

* + Graphic arts
  + Document typing
* Database management
* Hardcopy marketing materials

**3311 Max Cir #2, Anchorage, AK 99507**



907-562-5612 Evenings

###### Sue Darby

907-334-2639 Day

* + Static websites





[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**July 1992 to 2002**

**Shirley's Creative Designs** Volunteer

* Production sewing
* Data entry
* Graphic art
* Studio style photography
* Web site design & maintenance (not current version)
* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting

**April 2006 to April 2009**

**Bachelors of Science With Honors**

B.S. Business Management & Technology

* 1. Business Management Practice

**Education**

**Associates of Science**

A.S. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**June 2009**

**Alpha Beta Kappa Honors Society**

Charter College Anchorage, AK

**May 1997**

**Certificate of Fashion Design with Honors**

Solano Community College Suisun, CA

**Awards**

**June 2006 to April 2009 Dean’s List**

Charter College Anchorage, AK

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College Suisun, CA

**Professional Qualifications**

**Certifications**

**Microsoft Office Master** March 2009

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009 **Microsoft Office Specialist/Expert Word** March 2007/October 2007 **Microsoft Office Specialist Power Point** September 2007

**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**3311 Max Cir #2, Anchorage, AK 99507**

|  |  |  |
| --- | --- | --- |
| ***Sue Darby***  ***907-334-2639 Work*** |  | ***900 Josh Dr***  ***Palmer, AK 99645*** |
| ***907-746-5978 Home*** | [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com) | [***www.sue-a-darby.com***](http://www.sue-a-darby.com/) |
| **Skills** |  |  |

**Computers, Software & Programming**

* + - Master Certified Office 2003; MS Office 95-2010, MS Project, Open Office
    - Communicates effectively with both technical & non-technical users
    - Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
    - Website Design; HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
    - Corel Draw, Inscape, Gimp, Paint Shop Pro; Visio, Star UML, Dia,
    - Win 7; Linux Suse, Ubuntu; Android, Windows 3.1, 95, XP, Server 2003

**Business Management & Marketing**

* + - Manage small business including product development, class development, marketing & budget
    - Project management including task management, goals, timelines and GANTT Charts
    - Set project goals, determine risks, prepare contingency plan, & time line for achievement
    - Participate in work groups for new regulations & new application
    - Participate in a variety of business promotional activities on social media, other groups & forums

**Administrative**

* + - Cut Management Information Systems input time by 50%
    - Brainstorm ways to streamline the administrative processes, database improvements
    - Screen Certification Packets, checking for completeness & updating databases as required
    - Monitor compliance with the new requirements for training
    - Provide technical assistance within scope of Quality Assurance, Provider Certification; program statutes, regulations, policies, & procedures
    - Support staff for Quality Assurance Unit (team of 18), Provider Certification & Recipient Services
    - Develop specific process for processing archival & offsite storage of files

**Experience**



**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Quality Assurance Units

Professional Achievements

* + - Design charts & graphs for Department, State & Federal reports
    - Team leadership
    - Policy & procedure development
    - Process streamlining
    - Technical training materials

**Career Development Center Mentor/ Computer Instructor – AmeriCorps Member April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska Professional Achievements

* + - Reduce Management’s information systems data entry 50%
    - Statistic tracking & reporting for internal use & grants
    - Job matching, resumes, cover letters
    - Introduction to computers instruction; MS Office Certification preparation tutoring

[**Sue’s Tiny Costumes**](http://h/) **1996 to present**

Web Based

1

|  |  |  |
| --- | --- | --- |
| ***Sue Darby***  ***907-334-2639 Work*** |  | ***900 Josh Dr***  ***Palmer, AK 99645*** |
| ***907-746-5978 Home***  Professional Achievements | [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com) | [***www.sue-a-darby.com***](http://www.sue-a-darby.com/) |

* + - Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
    - Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
    - Develop over 100 miniature & small doll patterns
    - Website design, development, & marketing
    - Curriculum development for online classes

[**Books, Music & More**](http://www.books-music-more.com/) **2008 to present**

Web Based

Professional Achievements

* + - Article writing
    - Affiliate program links
    - Research
    - Marketing
    - Social media management

[**Alaska Office Specialists**](http://www.alaskaos.com/) **2008 to Present**

Web Based

Professional Achievements

* + - Article writing
    - Business development
    - Research
    - Marketing
    - Social media management
    - Consulting

**Volunteer Work**

* + - PRIDE Program Rasmussen – Grant Writer 2008
    - Chugiak Children’s Services Head Start – Classroom Aide 2004
    - [www.integrity-designs.com](http://www.integrity-designs.com/) –Marketer 2003
    - [www.minidolllist.com](http://www.minidolllist.com/) – Graphic Designer for 2003
    - Shirley’s Creative Designs – Production Assistant July 1992 to 2002

*Education*

***Bachelors – Alpha Beta Kappa***

Business Management Practice, Business Management & Information Technology, Associates Business Management Practice, Business Management & Information Technology, Certificate Office Applications

April 2006 to April 2009 Charter College Anchorage, AK

**Relevant Classes**

Technical Writing, Research Methodologies, Project Management, Telecommunications, Statistics, Business Law, Contract Management, Human Resources, Operations Management, Marketing

***Website Development & Design***

May 2003 to present GNC Web Creations Universal City, TX

***Business Marketing***

August-December 2005 University Alaska Southeast Juneau, AK

***Fashion Design (Certificate)***

September 1995 to May 1997 Solano Community College Suisun, CA

2

***Sue Darby 900 Josh Dr***

***907-334-2639 Work Palmer, AK 99645***

***907-746-5978 Home*** [***sue@sue-a-darby.com***](mailto:sue@sue-a-darby.com)[***www.sue-a-darby.com***](http://www.sue-a-darby.com/)

*Certifications*

***Microsoft Office 2003 Master***

March 2009 Nine Star Education & Employment Services Anchorage, AK

*Training*

**Introduction to Share Point with Lab** State of Alaska Senior & Disabilities Services April 2011 **HIPAA**

Disabilities Services March 2010 **Introduction to Office 2007** State of Alaska Seni

**Organizations, Memberships & Workshops**

**Balancing Life & Work** John Parker August 2007

**Novel Install Fest** IT Expo October 2006

**AmeriCorps Conference** National Association for Community Volunteerism April 2006 & 2007

Professional Memberships

**Association of Information Technology Professionals** Charter College

October 2006- 2009

3

Sue Darby

3311 Max Cir. #2 Anchorage

, AK

99507 [ww](http://h/)

[w.sue-a-](http://h/) [darby.com](http://h/) [sue@sue](mailto:sue@sue-a-darby.com)

[-a-](mailto:sue@sue-a-darby.com) [darby.com](mailto:sue@sue-a-darby.com) January 11,

2010

SRX

Group

550 Post Oak #400

Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

* Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
* I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
* Data needed for meetings and other functions are early or on time consistently.
* You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
* I designed “The Darby Report” for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
* I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e-mail

at [sue@sue-a-darby.com.](mailto:sue@sue-a-darby.com) I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

Sue Darby

Sue Darby Enclosu re

907-746-5978 Evenings. 907-334-2639

[Daysue@sue-a-darby.com](mailto:Daysue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**May 2008 to Present**

***Office Assistant II***

***Sue Darby***

**Employment History**

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of DVR Volunteers
* Support staff for Quality Assurance Unit Provider Certification
* Analyze systems to make work flow more productive
* Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
* Screen application packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, Office 2010 & peripherals
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Page 1 of 3

**Business Owner**

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

**Vol unteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-](http://www.integrity-designs.com/) [designs.com](http://www.integrity-designs.com/) - **Web site Marketer dissolved 2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

* 1. **Business Management Practice**

**Education**

**Certificate Office Applications** Charter College Anchorage, AK

March 2007 to March 2009

**Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003**

**Microsoft Office Specialist Access 2003** Nine Star Education & Employment Services

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**Website Development & Design**

GNC Web Creations Online Self Study

**Alpha Beta Kappa Lifetime Member 2009**

**Awards**

Charter College

e, AK

**Dean’s List June 2006 to April 2009**

Charter College

e, AK

**May 1997 Alpha Gamma Sigma Honors Society**

Anchorag

Anchorag

Solano Community College Suisun,

CA

**Microsoft Word 2002** November 2006

**Professional Qualifications**

**Microsoft Power Point 2002** November 2006 **Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-**

**Workshops Association of Information Technology Professionals** 2006-2009 **Balancing Life & Work** John Parker Anchorage, AK August 2007

**Novel Install Fest** IT Expo Anchorage,

AK October 2006 **AmeriCorps Conference National Association for Community Volunteerism** Anchorage,

AK April 2006 & 2007

Page 2 of 3

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) Owner

Www.books-music-

more.com. Owner Www.alaskaos.com. Owner Www.coffee-institute.com. Owner

Page 3 of 3

907-746-5978 Evenings [www.sue-a-darby.com](http://www.sue-a-darby.com/)

**May 2008 to Present**

***Office Assistant II***

***Sue Darby***

**Employment History**

907-334-2639 Day [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* + - Team Lead of MASST & DVR Volunteers
    - Support staff for Quality Assurance Unit Provider Certification
    - Analyze systems to make work flow more productive
    - Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
    - Screen Certification Packets, checking for completeness and updating databases as required
    - Software & hardware user support; troubleshooting Office 2007, peripherals
    - Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
    - Develop training materials for various processes, present to co-workers and management
    - Design charts and graphs for Department, State and Federal reports



I was part of the team that monitored compliance with the new requirements for all providers to attend

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CIR Training.

* I was also responsible for CIRs and the associated data entry and tracking not just for one but for all providers to report an incident if I observed that the client had more than one provider.
* The initial spreadsheet used for tracking started small and eventually evolved to track many data points that were used for early reports to the Commissioner and CMS (Center for Medicaid & Medicare Services)

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Additionally I am well versed in the use of DS3, the internal main database, various SharePoint systems including the CIR (Critical Incident Report) Database, the Archives Database, and an intermediate user of MMIS (Medicaid Management Information Systems) Database among many other useful database systems.

Given the results of a STARS reports I can manipulate the information into useful data for management’s use in reporting of fraud or other issues.

Some of the standardized letters include Invitations to Re-certification, mandatory CIR Training, returned or denied applications for new providers and standardized e-mails for missing materials for initial and re-certifications along with decisions made on CPR (cardiopulmonary resuscitation) & First Aid Training Waivers

Part of my duties includes backup for the reception desk for 3+ years on a regular schedule, I deal with callers who are upset or need to complain about the services or treatment they are receiving.

After listening carefully, I determine where their issue is best directed to get them the best results. Occasionally someone walks in with a complaint and again I listen and determine who will best solve his or her issue.

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**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Career Development Mentor**

Page 1 of 3

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

**Business Owner**

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures



* As a small business owner, my sole responsibility to handle all complaints about my products or service delivery in a prompt and polite manner and resolve the issue to the customer’s satisfaction.

**V**

**olunteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

**A.S. Business Management Practice**

**Education**

Anchorage, AK

March 2007 to March 2009

**Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003**

**Certificate Office Applications** Charter College Anchorage, AK May 2003 to present

**Microsoft Office Specialist Access 2003** Nine Star Education & Employment Services

**Website Development & Design**

Page 2 of 3

GNC Web Creations Online Self Study

**Alpha Beta Kappa Lifetime Member 2009**

**Awards**

Charter College

e, AK

**Dean’s List June 2006 to April 2009**

Charter College

e, AK

**May 1997 Alpha Gamma Sigma Honors Society**

Anchorag

Anchorag

Solano Community College Suisun,

CA

**Microsoft Word 2002** November 2006

**Professional Qualifications**

**Microsoft Power Point 2002** November 2006 **Microsoft Access 2002** November 2006 National Computer Science Academy, Dallas, TX

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[http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/)

Page 3 of 3

Sue Darby

3311 Max Cir. #2 Anchorage

, AK

99507 [ww](http://h/)

[w.sue-a-](http://h/) [darby.com](http://h/) [sue@sue](mailto:sue@sue-a-darby.com)

[-a-](mailto:sue@sue-a-darby.com) [darby.com](mailto:sue@sue-a-darby.com) January 11,

2010

SRX

Group

550 Post Oak #400

Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

* Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
* I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
* Data needed for meetings and other functions are early or on time consistently.
* You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
* I designed “The Darby Report” for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
* I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e-mail

at [sue@sue-a-darby.com.](mailto:sue@sue-a-darby.com) I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

##### Sue Darby

Sue Darby Enclosu re

***Sue Darby***

907-746-5978 Home 907-355-3750 Cell

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

Twitter: @suedarby

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

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Technical Achievements***

* Website design, development, including hand coded and Wordpress based websites
* Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, website and marketing of patterns and books
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to support staff
* Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance* Admin Clerk II May 2008-Nov 2011 ***Experience (Part-Time)***

*Sue’s Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management

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iasttiicosns~~RAesdevaarcnhceMd eWtheobdologies ~ Te Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl

~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

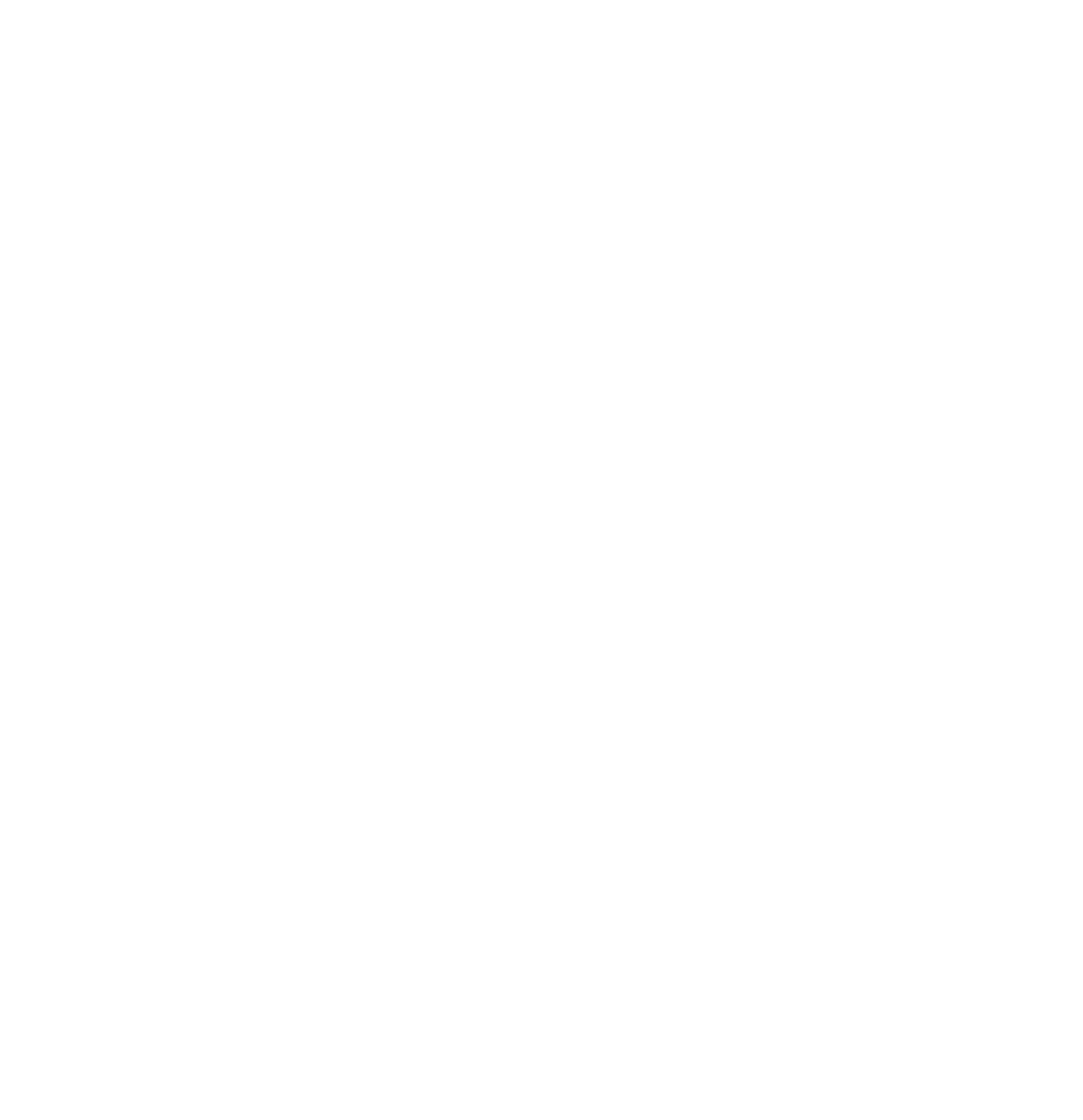
~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

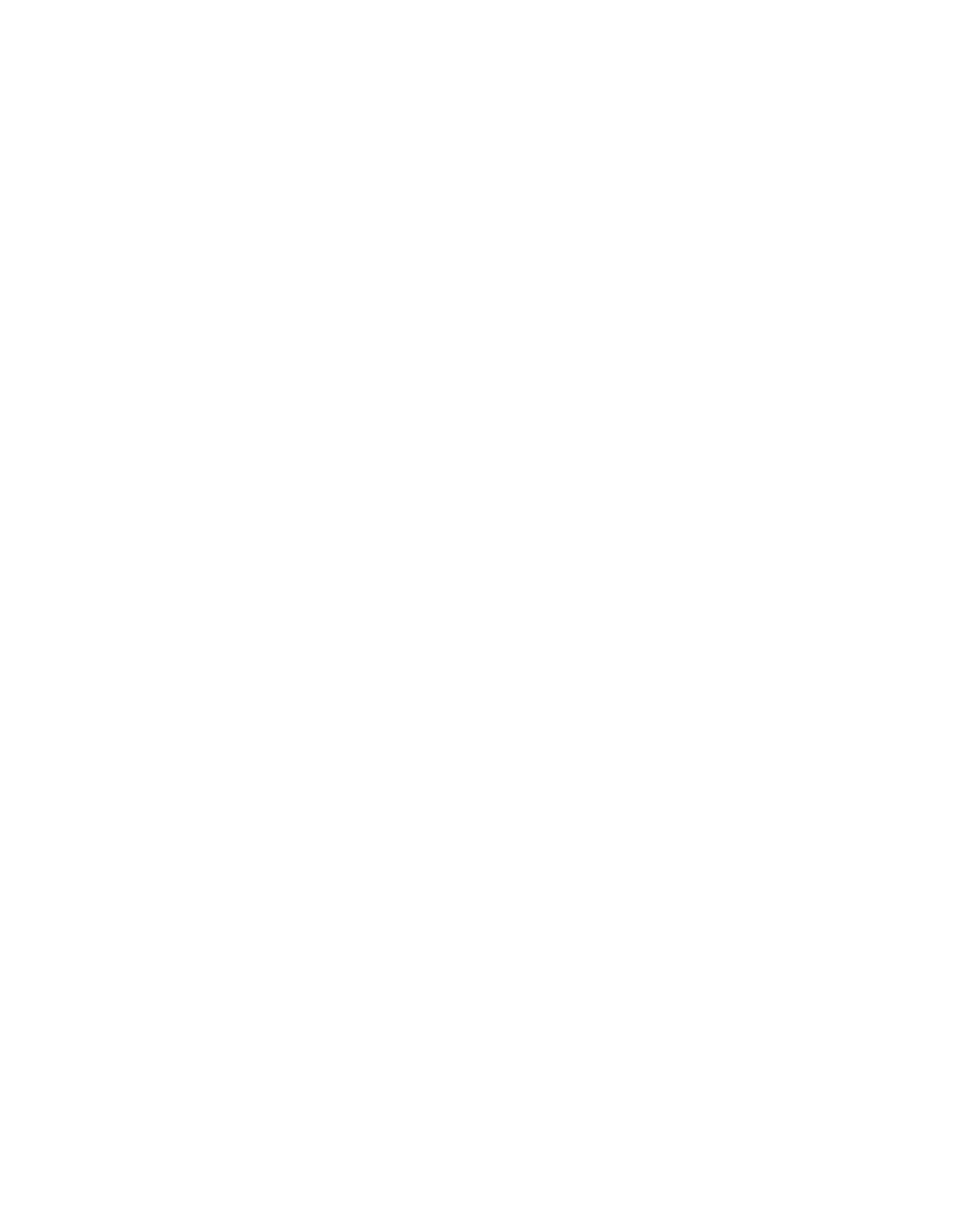
COGNOS (database report manager) 2014

|  |  |
| --- | --- |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |

**Computer Skills**

* Certified Master Microsoft Office 2003
* Windows
* Visual Basic .NET
* Corel Graphics Suite
* Internet Explorer
* FireFox
* Perl
* Dream Weaver
* Web site design & development
* Internet marketing
* HTML
* CSS
* JavaScript
* Search engine optimization
* Open Source Applications
* Responsible for processing complaints to proper intake, filing provider certifications, assisting with trainings, processing CPR & First Aid Waivers.
* Support staff for Quality Assurance Unit, Provider Certification, Personal Care Attendant Certification, Training, Complaint Intake, and CPR & First Aid

**3311 Max Cir #2, Anchorage, AK 99507**



* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Developer of over 100 miniature and small doll patterns,

**3311 Max Cir #2, Anchorage, AK 99507**

* + Webmaster of 100 page site
  + Online teacher of pattern drafting classes for dolls & miniature dolls
  + Web site is over 200 pages of products and information related to miniature and small dolls.

**March 2003 to September 2003 Owner of Sue's Office Support**

* + Graphic arts
  + Document typing
  + Database management

**Volunteer Work**

* + Hardcopy marketing materials
  + Static websites

**2004**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

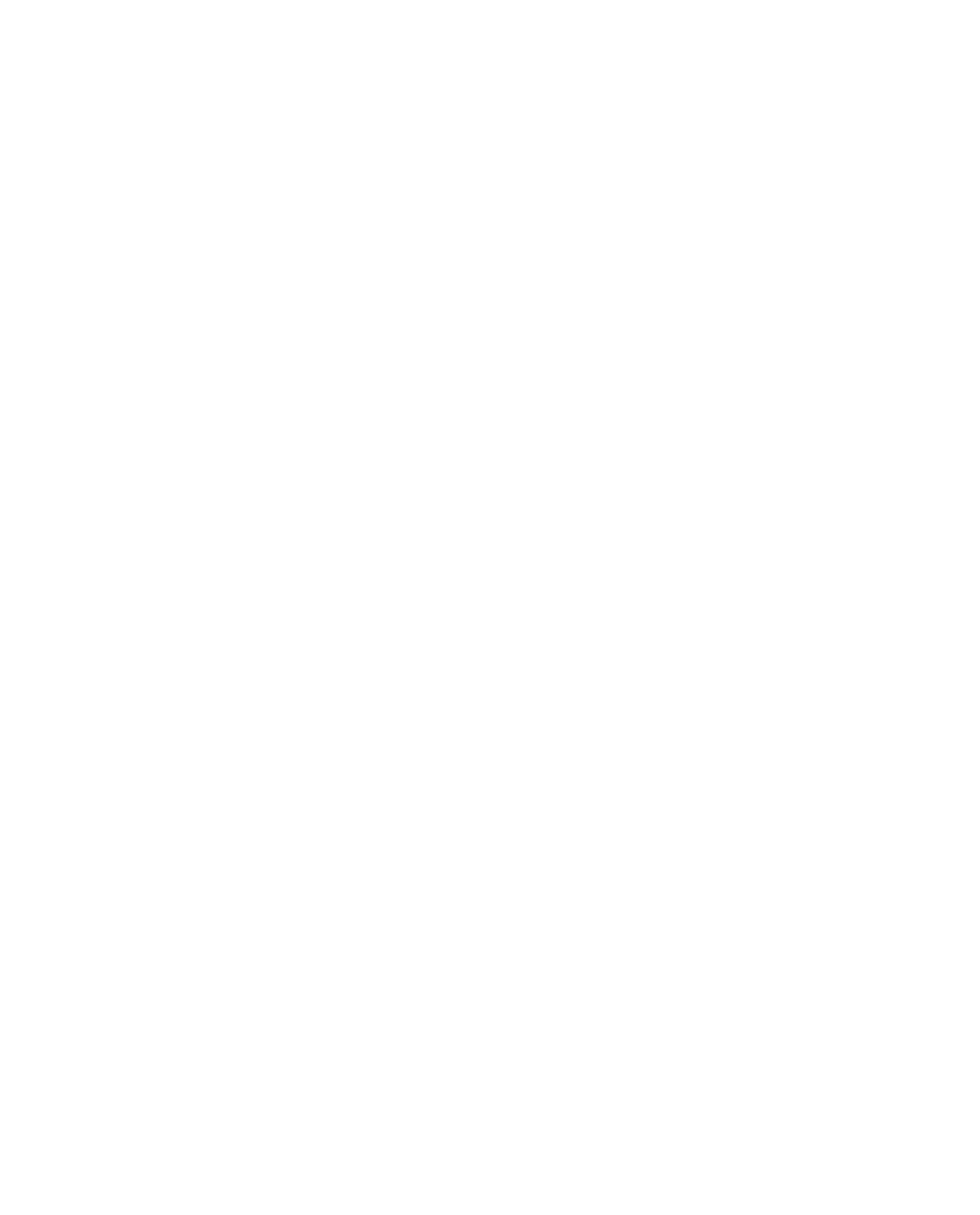
* + Designed display cards for St Louis Miniatures Museum display September 2003.
  + Designed Library Cards for the Miniature Doll University.

**July 1992 to 2002**

**Shirley's Creative Designs** Volunteer

* + Production sewing
  + Data entry
  + Graphic art
  + Studio style photography
  + Web site design & maintenance (not current version)
  + Trouble shoot pattern drafting problems
  + Draft patterns, computer trouble shooting

**April 2006 to April 2009**

**Education**

Certificate Office Applications Charter College Anchorage, AK

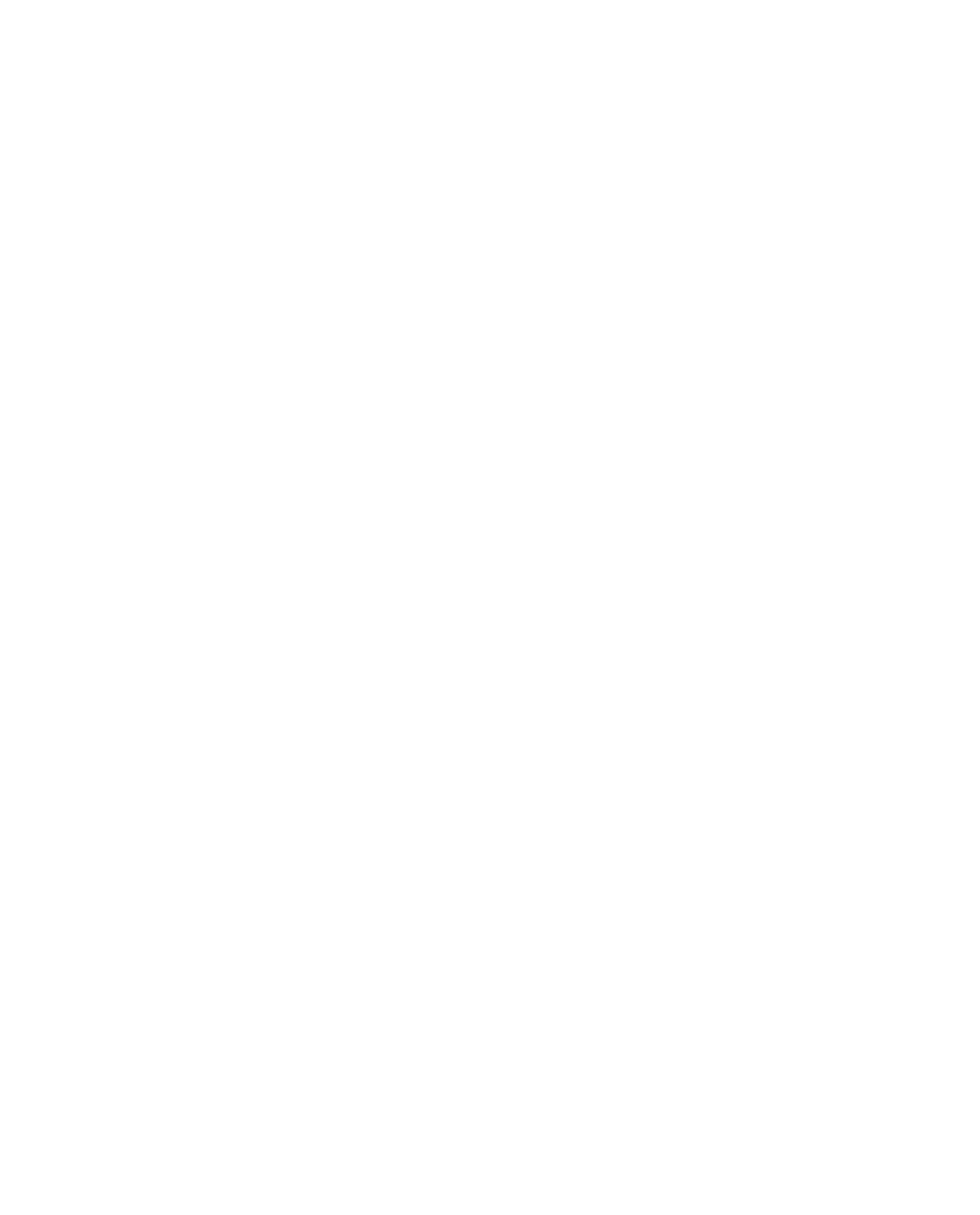
**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**June 2006 to April 2009 Dean’s List**

Charter College Anchorage, AK

**Awards**

907-746-5978 Evenings

#### Sue Darby

907-334-2639 Day

**Highlights**

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co- workers fit in the process.

**May 2008 to Present**

**Employment History**

***Office Assistant I / Administrative Clerk II (Re-classed)***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
* **Developing visual training materials** for copiers, fax, file and archiving processes
* **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
* **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
* **Develop tracking process** and improve complex process
* **Compile and verify statistics** based off of data collected for Federal reports
* **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
* **Analyze the need to develop systems** that make work flow more productive through understanding each worker’s role in the process and how to streamline it
* **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
* **Support staff** for Quality Assurance Unit of fifteen professionals
* **Manage centralized e-mail** inbox for Critical Incidents

**Member of the Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input client data and statistics into database
* Developed Statistics report for use in grants
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

**Career Development Mentor**

* Taught goal setting workshops

Page 1 of 3

* + Conferred with clients to determine what program will be most helpful
  + Assessed clients for barriers and brainstorm ways to overcome them
  + Drafted and edited resumes, cover letters and other business correspondence
  + Directed clients to appropriate resources and assists clients in their use of outside assistance
  + Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
  + Conducted job-matching to find good fit between clients and hiring companies

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* + Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
  + Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
  + Developer of over 100 miniature and small doll patterns
  + Webmaster of 35 page site
  + Online teacher of pattern drafting classes for dolls & miniature dolls
  + Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

**Volunteer Work 2004** Chugiak Children’s Services Head Start **- Classroom Aide**

**2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

**Educ ation**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

**A.S. Business Management Practice**

**Certificate Office Applications Microsoft Office Master 3/2009 Microsoft Office Specialist/Expert Excel** 09/2007 & 03/2009

**Microsoft Office**

Charter College Anchorage, AK

Nine Star Education &

**Specialist/Expert Word** 03/2007 Employment Services

& 10/2007

**Microsoft Office Specialist Power Point** 09/2007 **Microsoft Office Specialist Access** 11/2007

May 2003 to present

**Website Development & Design**

GNC Web Creations

Anchorage, AK

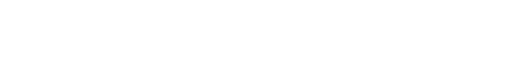
Online Self Study

**Awar ds**





Page 2 of 3



**May 1997 Alpha Gamma Sigma Honors Society**

Solano Community College Suisun, CA

**Microsoft Word 2002**

November 2006 **Microsoft Power Point 2002** November 2006

**Professional Qualifications**

**Microsoft Access 2002**

November 2006

National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

|  |  |
| --- | --- |
| **Association of Information Technology Professionals** | 2006-2009 |
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**Web Site & Blog Development**

[www.suestinycostumes.co](http://www.suestinycostumes.com/) [m](http://www.suestinycostumes.com/)

[www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

Owner

[www.alaskaos.com](http://www.alaskaos.com/) [www.](http://www.northern-gamers.com/) [northern-](http://www.northern-gamers.com/)

[gamers.com](http://www.northern-gamers.com/) [www.coffee-](http://www.coffee-institute.com/) [institute.com](http://www.coffee-institute.com/)

(partner with George Davis)

**Blogs**

|  |  |  |
| --- | --- | --- |
| [Portfolio Blog](http://blog.sue-a-darby.com/) [http://blog.sue-a-](http://blog.sue-a-darby.com/) [darby.com](http://blog.sue-a-darby.com/) | [Sue’s Tiny Costumes Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.co](http://weblog.suestinycostumes.com/) [m](http://weblog.suestinycostumes.com/) | [Sue’s Tiny Costumes](http://blog.suestinycostumes.com/) [Tutorials](http://blog.suestinycostumes.com/) [Blog](http://blog.suestinycostumes.com/)  [http://blog.suestinycostumes.co](http://blog.suestinycostumes.com/) [m](http://blog.suestinycostumes.com/) |

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  + Webmaster of 35 page site
  + Online teacher of pattern drafting classes for dolls & miniature dolls
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& 10/2007

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May 2003 to present

**Website Development & Design**

GNC Web Creations

Employment Services

Anchorage, AK

Online Self Study

**Awar ds**



|  |  |
| --- | --- |
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Page 2 of 3



Solano Community College

**Microsoft Word 2002**

November 2006 **Microsoft Power Point 2002** November 2006

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| **Novel Install Fest** IT Expo | Anchorage, AK October 2006 |
| **AmeriCorps Conference National Association for Community Volunteerism** | Anchorage, AK April 2006 & 2007 |

**Web Site & Blog Development**

[www.suestinycostumes.co m](http://www.suestinycostumes.com/)

\_ [www.books-music-](http://www.books-music-more.com/) [more.com](http://www.books-music-more.com/)

Owner

[www.alaskaos.com](http://www.alaskaos.com/)

[www.northern-gamers.com](http://www.northern-gamers.com/) (partner with George Davis) [www.coffee-institute.com](http://www.coffee-institute.com/)

**Blogs**

|  |  |  |
| --- | --- | --- |
| [Portfolio Blog](http://blog.sue-a-darby.com/) [http://blog.sue-a-](http://blog.sue-a-darby.com/) [darby.com](http://blog.sue-a-darby.com/) | [Sue’s Tiny Costumes Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.co](http://weblog.suestinycostumes.com/) [m](http://weblog.suestinycostumes.com/) | [Sue’s Tiny Costumes](http://blog.suestinycostumes.com/) [Tutorials](http://blog.suestinycostumes.com/) [Blog](http://blog.suestinycostumes.com/)  [http://blog.suestinycostumes.co](http://blog.suestinycostumes.com/) [m](http://blog.suestinycostumes.com/) |

Page 3 of 3

907-746-5978 Evenings

#### Sue Darby

907-334-2639 Day

**Highlights**

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

I am **Master Certified** in MS Office and enjoy using these skills to create and maintain tracking systems, create mail merges and develop new processes, protocols for the State of Alaska. I am patient and can teach anyone the skills I have. I love to write, proofread and edit documents and I am learning the art of UML in my current position. I am constantly busy with new projects, have a knack for reducing the time needed on established and new processes through brainstorming and trying new ideas. This takes an overall view of the goals as desired by senior management and how other co- workers fit in the process.

**May 2008 to Present**

**Employment History**

***Office Assistant I / Administrative Clerk II (Re-classed)***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* **Team Lead** for two MASST Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties
* **Developing visual training materials** for copiers, fax, file and archiving processes
* **Screen incoming Provider Certification Packets**, determining if required materials are included and entering the new agency into the state database
* **Develop charts and graphs** for Department, State and Federal reports and provide ongoing technical assistance during updates monthly
* **Develop tracking process** and improve complex process
* **Compile and verify statistics** based off of data collected for Federal reports
* **Act as software & hardware user tech support**; troubleshooting Office 2007, various printers and fax machines
* **Analyze the need to develop systems** that make work flow more productive through understanding each worker’s role in the process and how to streamline it
* **Mail merge Excel lists** to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* **Plan & implement** the file re-organization projects to combine file groups for coherency and to reduce risk of injury
* **Support staff** for Quality Assurance Unit of fifteen professionals
* **Manage centralized e-mail** inbox for Critical Incidents

**Member of the Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Create templates used for generating reports
* Input client data and statistics into database
* Developed Statistics report for use in grants
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

**Career Development Mentor**

* Taught goal setting workshops

Page 1 of 3

* + Conferred with clients to determine what program will be most helpful
  + Assessed clients for barriers and brainstorm ways to overcome them
  + Drafted and edited resumes, cover letters and other business correspondence
  + Directed clients to appropriate resources and assists clients in their use of outside assistance
  + Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
  + Conducted job-matching to find good fit between clients and hiring companies

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* + Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
  + Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
  + Developer of over 100 miniature and small doll patterns
  + Webmaster of 35 page site
  + Online teacher of pattern drafting classes for dolls & miniature dolls
  + Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

**Volunteer Work 2004** Chugiak Children’s Services Head Start **- Classroom Aide**

**2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/)- **Graphic Designer**

**Educ ation**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

**A.S. Business Management Practice**

**Certificate Office Applications Microsoft Office Specialist/Expert Excel** 09/2007 & 03/2009

**Microsoft Office**

Charter College Anchorage, AK

**Specialist/Expert Word** 03/2007 Nine Star Education &

& 10/2007

**Microsoft Office Specialist Power Point** 09/2007 **Microsoft Office Specialist Access** 11/2007

May 2003 to present

**Website Development & Design**

GNC Web Creations

Employment Services

Anchorage, AK

Online Self Study

**Awar ds**



|  |  |
| --- | --- |
| **Dean’s List June 2006 to April 2009**  Charter College | Anchorage  , AK |
| **May 1997 Alpha Gamma Sigma Honors Society** | Suisun, CA |

Page 2 of 3



Solano Community College

**Microsoft Word 2002**

November 2006 **Microsoft Power Point 2002** November 2006

**Professional Qualifications**

**Microsoft Access 2002**

November 2006

National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

|  |  |
| --- | --- |
| **Association of Information Technology Professionals** | 2006-2009 |
| **Balancing Life & Work** John Parker | Anchorage, AK August 2007 |
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[www.northern-gamers.com](http://www.northern-gamers.com/) (partner with George Davis) [www.coffee-institute.com](http://www.coffee-institute.com/)

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* Develop class curriculum
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* Aid students in preparation for the Microsoft Office Specialist exams
* Answer student questions about various software

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* Taught goal setting workshops

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  + Assisted clients in registration for and use of the ALEXSYS system for the Department of Labor
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  + Web site and blogs are over 100 pages of products and information related to miniature, small and fashion dolls

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April 2006 to April 2009

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**B.S. Business Management Practice**

* 1. **Business Management Practice**

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**Microsoft Office**

Charter College Anchorage, AK

**Specialist/Expert Word** 03/2007 Nine Star Education &

& 10/2007

**Microsoft Office Specialist Power Point** 09/2007 **Microsoft Office Specialist Access** 11/2007

May 2003 to present

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GNC Web Creations

Employment Services

Anchorage, AK

Online Self Study

**Awar ds**



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Solano Community College

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Owner

[www.alaskaos.com](http://www.alaskaos.com/)

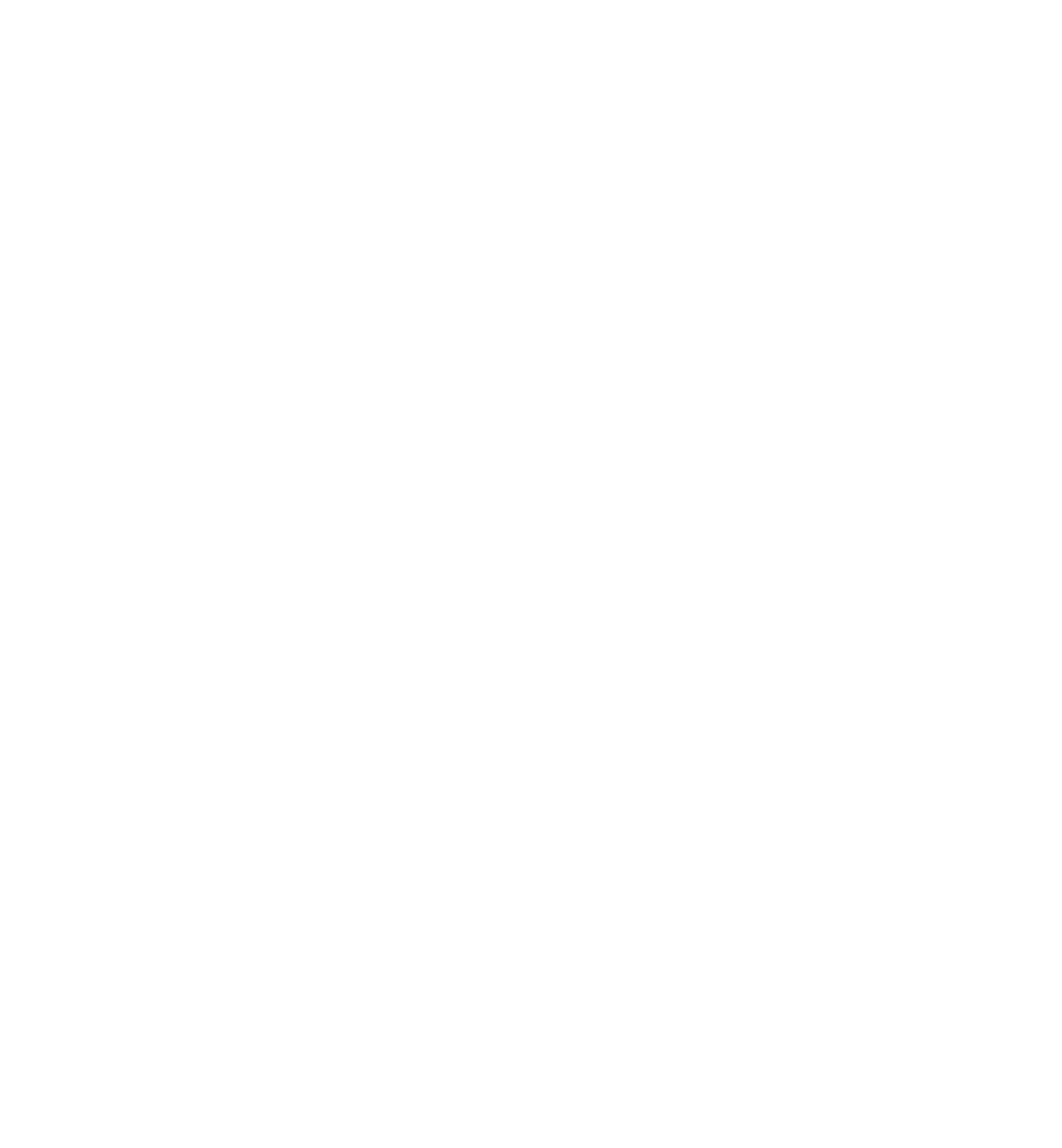
[www.northern-gamers.com](http://www.northern-gamers.com/) (partner with George Davis) [www.coffee-institute.com](http://www.coffee-institute.com/)

**Blogs**

|  |  |  |
| --- | --- | --- |
| [Portfolio Blog](http://blog.sue-a-darby.com/) [http://blog.sue-a-](http://blog.sue-a-darby.com/) [darby.com](http://blog.sue-a-darby.com/) | [Sue’s Tiny Costumes Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.co](http://weblog.suestinycostumes.com/) [m](http://weblog.suestinycostumes.com/) | [Sue’s Tiny Costumes](http://blog.suestinycostumes.com/) [Tutorials](http://blog.suestinycostumes.com/) [Blog](http://blog.suestinycostumes.com/)  [http://blog.suestinycostumes.co](http://blog.suestinycostumes.com/) [m](http://blog.suestinycostumes.com/) |

Page 3 of 3

**Computer Skills**

* + - Certified Master Microsoft Office
    - Corel Graphics Suite
    - Internet Explorer
    - FireFox
    - Dream Weaver
    - Web site design & development
* Internet marketing
* HTML
* CSS
* JavaScript
* Search engine optimization
* Open Source Applications

**Computer Instruction**

* + Develop class curriculum

**3311 Max Cir #2, Anchorage, AK 99507**

* + Teach computer classes
  + Aid students in preparation for the Microsoft Office Specialist exams
  + Answer student questions about various software

**Career Development Mentor**

* + Teaches goal setting workshops
  + Confers with clients to determine what program will be most helpful
  + Assesses clients for barriers and brainstorm ways to overcome them
  + Drafts and edits resumes, cover letters and other business correspondence
  + Directs clients to appropriate resources and assists clients in their use of outside assistance
  + Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
  + Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of [www.suestinycostumes.com](http://www.suestinycostumes.com/)**

* + Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
  + Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
  + Developer of over 100 miniature and small doll patterns,
  + Webmaster of 100 page site
  + Online teacher of pattern drafting classes for dolls & miniature dolls
  + Web site is over 200 pages of products and information related to miniature and small dolls.

**2004**

**Volunteer Work**

**Chugiak Children’s Services Head Start Classroom Aide**

**2003**

[*www.integrity-designs.com*](http://www.integrity-designs.com/)

**Web site Marketer**

Search engine submission, classified ad placement, online groups marketing where appropriate. Other marketing duties as assigned by owner. Volunteer

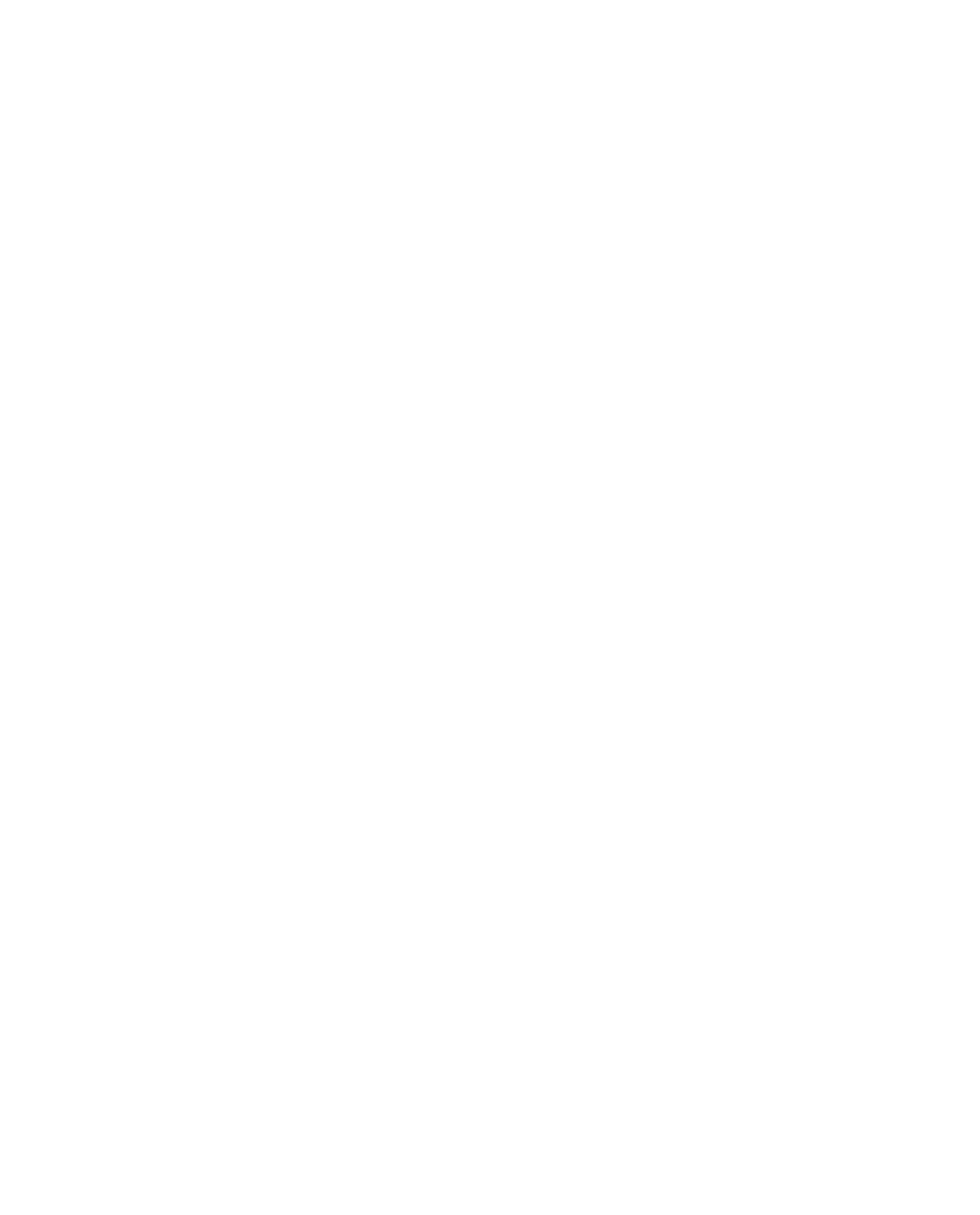
**2003**

[*www.minidolllist.com*](http://www.minidolllist.com/)

**Graphic Designer for** Volunteer

* + Designed display cards for St Louis Miniatures Museum display September 2003.
  + Designed Library Cards for the Miniature Doll University.

**April 2006 to April 2009**

**Education**

**B.S. Business Management & Technology**

B.S. Business Management Practice

* 1. Business Management Practice Certificate Office Applications Charter College Anchorage, AK

**May 2003 to present**

**Website Development & Design**

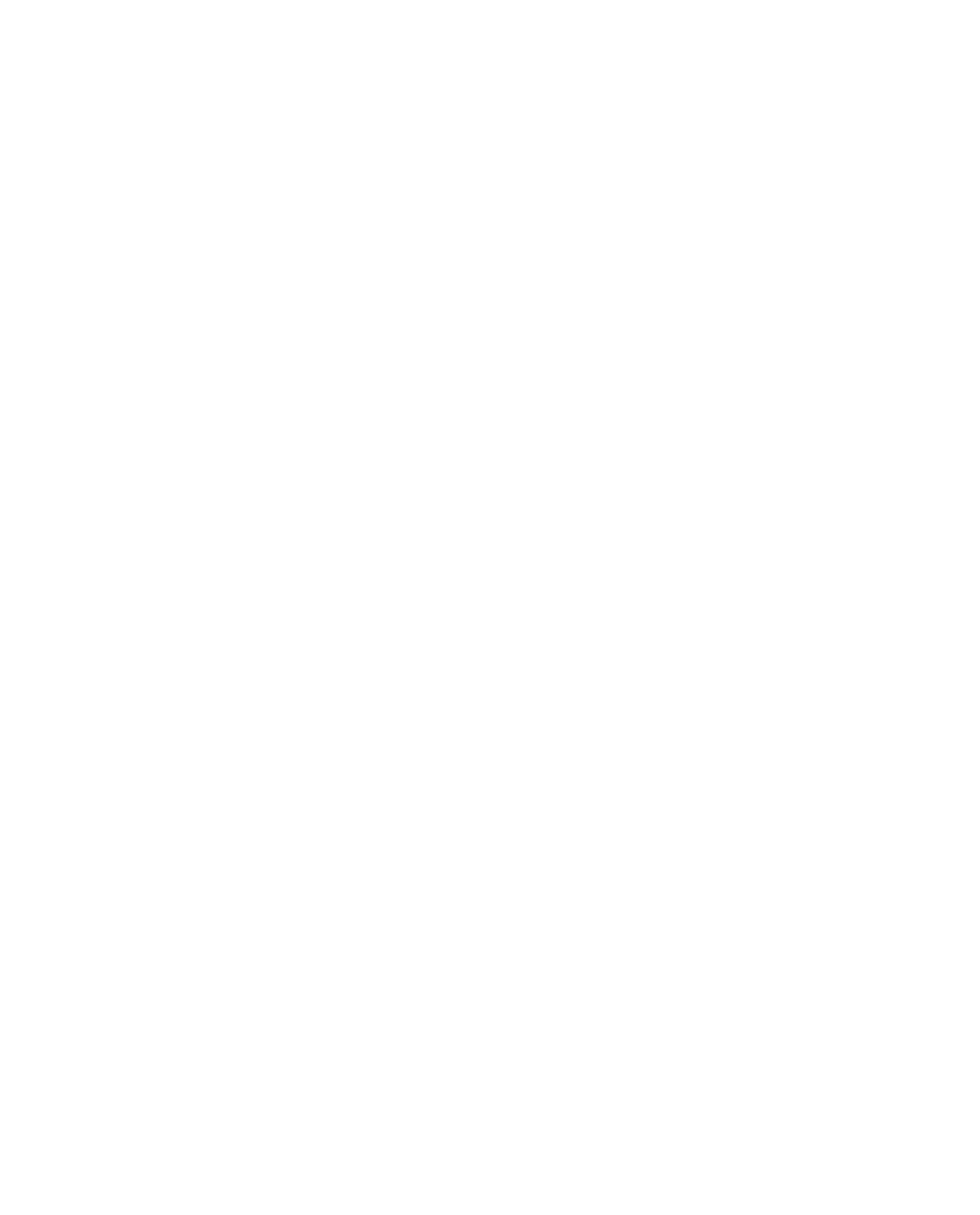
GNC Web Creations Water Valley, MS

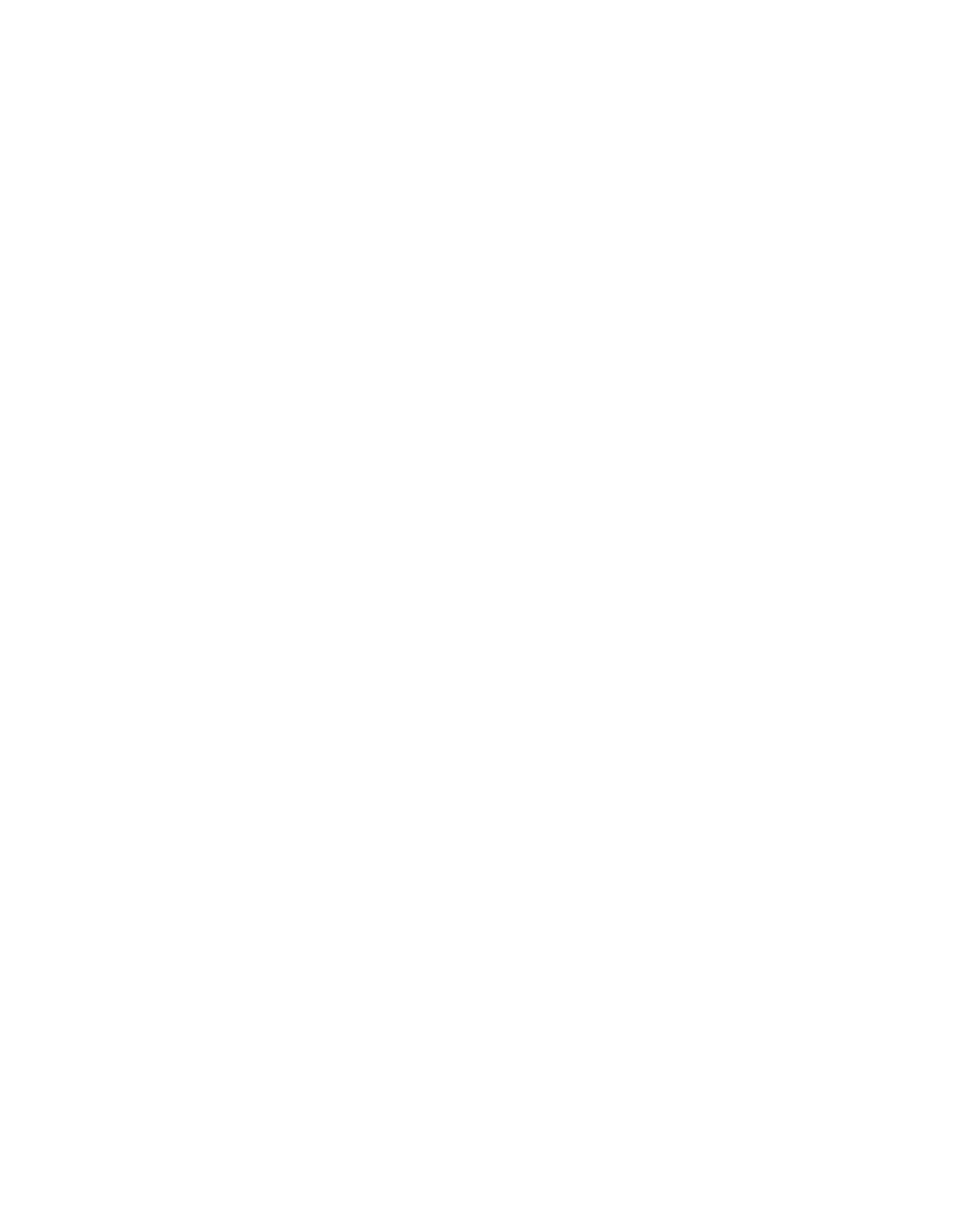
**Alpha Beta Kappa Lifetime Member 2009**

Charter College, Anchorage, AK

**June 2006 to April 2009 Dean’s List**

Charter College, Anchorage, AK

**Awards**



**3311 Max Cir #2, Anchorage, AK 99507**

***Sue Darby***

907-746-5978 Home [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

907--355-3750 Cell [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Software Skills***

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites



1

* + - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
      * Give input for final decisions
    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + - Publish
      * 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
      * Photography of final products
    - Develop and continually improve administrative and unit processes
      * Design and write tutorials, diagrams and hands on training methods
      * Contribute to formal policies during development phases
      * Design and format forms used internally and externally
      * Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + - Reduce Management’s information systems data entry 50%; improved time management
    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present *State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance* Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present



2

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources

~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

|  |  |
| --- | --- |
| **Website Development and Design**  GNC Web Creations Online |  |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
| **Training** |
| COGNOS | 2014 |
| HIPAA Security 201 State of Alaska | 2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |



3

***Sue Darby***

Palmer, AK

907-746-5978 Home

907-355-3750 Cell

[su](mailto:sue@sue-a-darby.com) [e](mailto:sue@sue-a-darby.com)

[@s](mailto:sue@sue-a-darby.com) [ue-](mailto:sue@sue-a-darby.com)

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[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

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***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

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**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
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    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
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* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
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    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

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    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + - Reduce Management’s information systems data entry 50%; improved time management
    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

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*Coffee Institute* Entrepreneur Oct 2008 -Present *Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 ***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa**

* 1. **GPA**

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***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

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| --- | --- | --- |
| * Technical Writing | * Business Law |  |
| * Project Management | * Contract Management |
| * Statistics | * Human Resources |
| * Research Methodologies | * Operations Management |
| * Telecommunications | * Perl |
| * Advanced Web Development | * Marketing |
| * Visual Basic.NET | * JavaScript |
| **Website Development and Design** |  |
| GNC Web Creations Online |  |
| **Business Marketing** |  |
| University Alaska Southeast Juneau, AK |  |
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[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

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**CMS:** WordPress, Drupal, Dreamweaver

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***Technical Achievements***

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      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
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***Management Achievements***

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***Writing Achievements***

* + - Publish
      * 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
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| * Statistics |
| * Research Methodologies |
| * Telecommunications |
| * Advanced Web Development |
| * Visual Basic.NET |
| * Business Law |
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2

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***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with certified agencies
        + Additional information entered for Day Habilitation providers

Ongoing maintenance and reporting of connecting homes

* + - * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Administrator of Division Archiving SharePoint as well as subject matter expert for system
      * Records retention subject matter expert
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
      * Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o Develop note entry process to provide accurate data for weekly reporting processes
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    - Human Resources
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    - Perl
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    - JavaScript

**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
    - PHP MYSQL
    - Web design

|  |  |  |  |
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* + - Website design, development, including hand coded and Wordpress based websites
    - Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
    - Administrator of Division Archiving SharePoint as well as subject matter expert for system
    - Streamline administrative processes, database improvements, data tracking and report processes
    - Effectively explain ideas and information to both technical and managerial users
    - Manage social media accounts, website and marketing of patterns and books
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + - Lead, train and delegate tasks to support staff
    - Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + - Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

|  |  |  |
| --- | --- | --- |
| Admin Clerk II  ***Experience (Part-Time)*** | May 2008-Nov 2011 |  |
| *Sue’s Tiny Costumes* | Entrepreneur/Webmaster | Oct 1995-Present |
| *Alaska Office Specialists* | Entrepreneur/Webmaster | Oct 2008 -Present |
| *Books, Music & More* | Entrepreneur/Webmaster | Oct 2008 -Present |
| *Coffee Institute* | Entrepreneur/Webmaster | Oct 2008 -Present |

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ions~~ Statistics ~ Resea Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~

Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

|  |  |
| --- | --- |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |

***Sue Darby***

907-746-5978 Home [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) 907--355-3750 Cell [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Technical Achievements***

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    - Manage social media accounts, website and marketing of patterns and books
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

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    - Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + - Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

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| Admin Clerk II  ***Experience (Part-Time)*** | May 2008-Nov 2011 |  |
| *Sue’s Tiny Costumes* | Entrepreneur/Webmaster | Oct 1995-Present |
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| *Books, Music & More* | Entrepreneur/Webmaster | Oct 2008 -Present |
| *Coffee Institute* | Entrepreneur/Webmaster | Oct 2008 -Present |

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ions~~ Statistics ~ Resea Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~

Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

|  |  |
| --- | --- |
| HIPAA Security 201 State of Alaska | 2008-2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |

***Sue Darby***

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[a-](mailto:sue@sue-a-darby.com) [dar](mailto:sue@sue-a-darby.com) [by.](mailto:sue@sue-a-darby.com) [co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [w](http://www.sue-a-darby.com/) [w](http://www.sue-a-darby.com/) [w.](http://www.sue-a-darby.com/) [su](http://www.sue-a-darby.com/) [e-](http://www.sue-a-darby.com/)

[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

@s ue dar by Li nk edi n/s ue dar by

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years experience with computers and is looking to make a change in career path.

***Computer Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with certified agencies
        + Additional information entered for Day Habilitation providers

Ongoing maintenance and reporting of connecting homes

* + - * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Administrator of Division Archiving SharePoint as well as subject matter expert for system
      * Records retention subject matter expert
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
      * Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
      * Provide information to help other divisions with efforts to share data
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
      * Write and edit HTML, CSS, JavaScript and PHP
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff
      * Contribute input on applicant interviews, selection or termination
      * Review candidate resumes and qualifications
      * Give input for final decisions
    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
    - Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + - Develop and continually improve processes
      * Design and write tutorials, diagrams and hands on training methods
      * Contribute to formal policies during development phases
      * Design and format forms used internally and externally
      * Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
    - Publish
      * 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
      * Photography of final products
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor

***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* + - Technical Writing
    - Project Management
    - Statistics
    - Research Methodologies
    - Telecommunications
    - Advanced Web Development
    - Visual Basic.NET
    - Business Law
    - Contract Management
    - Human Resources
    - Operations Management
    - Perl
    - Marketing
    - JavaScript

**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
    - PHP MYSQL
    - Web design

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

**Certifications**

**Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

**Training**

COGNOS

HIPAA Security 201 State of Alaska Archiving Basics State of Alaska

2014

2014

2012

Introduction to Share Point with Lab State of Alaska

2011

Introduction to Supervisor Training State of Alaska

2011

Basic Care Coordination Training for QA State of Alaska

2010

Introduction to Office 2007 State of Alaska

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3750 Cell [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

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Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II

***Experience (Part-Time)***

May 2008-Nov 2011

*Sue’s Tiny Costumes*

Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists*

Entrepreneur/Webmaster Oct 2008 -Present

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**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistics ~ Research Methodologi Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law

~ Contract

Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska

Introduction to Share Point with Lab State of Alaska Introduction to Supervisor Training State of Alaska Basic Care Coordination Training for QA State of Alaska Introduction to Office 2007 State of Alaska

2012

2011

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2009

***Sue Darby***

907-746-5978 Home 907--355-3750 Cell

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Twitter: @suedarby Linkedin <https://www.linkedin.com/in/suedarby>

***Computer Skills***

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

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**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

***Technical Achievements***

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***Writing Achievements***

* + - Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

***Experience (Part-Time)***

|  |  |  |
| --- | --- | --- |
| *Sue’s Tiny Costumes* | Entrepreneur | Oct 1995-  Present |
| *Alaska Office Specialists* | Entrepreneur | Oct 2008 -  Present |
| *Books, Music & More* | Entrepreneur | Oct 2008 -  Present |
| *Coffee Institute* | Entrepreneur | Oct 2008 -  Present |

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

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**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistic

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript ~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~

**Training**

COGNOS 2014

HIPAA Security 201 State of Alaska

2008-2014

Archiving Basics State of Alaska

2012

Introduction to Share Point with Lab State of Alaska

2011

Introduction to Supervisor Training State of Alaska

2011

Basic Care Coordination Training for QA State of Alaska

2010

Introduction to Office 2007 State of Alaska 2009

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

3311 Max Cir #3

Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + - Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
    - Proficient in the use of various resources to research topics pertinent to business or employment
    - Streamlined Management Information Systems input, reduced time consumption by 50%
    - Savvy with planning & marketing ideas for businesses
    - Establish positive & consistent customer relations
    - Create templates used for generating reports & statistics
    - Develop curricula, & plan course content & methods of instruction
    - Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

* + - Research & write business, marketing & merchandising plans
    - Keep up with developments in area of expertise by reading current books & articles
    - Set project goals, determine risks, prepare contingency plan & timeline for achievement
    - Collect & analyze data on customer needs, & buying habits to identify potential markets
    - Seek & provide information to help companies determine their position in the marketplace
    - Attend staff conferences to provide management with information & proposals
    - Review financial statements, sales & activity reports
    - Measure & assess customer satisfaction

**Business Marketing**

* + - Design, develop, & market products and services
    - Measure the effectiveness of marketing, advertising, & communications programs & strategies
    - Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
    - Design, build, & maintain web sites, using ethical search engine marketing techniques
    - Monitor industry statistics & follow trends in trade literature or online
    - Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + - Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
    - Present lectures & conduct discussions to increase knowledge & competence

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

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Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

* + - Develop & deliver distance education curriculum to special needs students
    - Aid students in preparation for the Microsoft Office Specialist exams
    - Answer student questions about various computer software packages
    - Monitor, evaluate, & record training activities & program effectiveness
    - Offer specific training programs to help workers maintain or improve job skills
    - Attend meetings & seminars to obtain information for use in training programs
    - Observe work to determine progress, provide feedback, & make suggestions for improvement

**Career Development**

* + - Interview applicants to obtain information on work history, training, education, & job skills
    - Conduct job-matching to find good fit between clients & hiring companies
    - Assess clients for barriers & brainstorm ways to overcome them
    - Input confidential client information into File Maker Pro via Citrix
    - Draft & edit resumes, cover letters & other business correspondence
    - Establish & maintain relationships with businesses to stay abreast of hiring needs
    - Direct clients to appropriate resources & assist clients in their use of outside assistance

**RELEVANT WORK/VOLUNTEER HISTORY**

**Employment Mentor**

Nine Star Education & Employment Services Anchorage, AK

**Computer Instructor**

Nine Star Education & Employment Services Anchorage, AK

**Business Owner**

Sue’s Tiny Costumes

Anchorage, AK

**Marketer**

Integrity Designs

Wasilla, AK **Graphic Designer** Miniature Doll List

National **Operations Assistant** Shirley’s Creative Designs

South Lake Tahoe, CA **Events Coordinator** Michael’s Arts & Crafts

Portland, OR

**Education, Certifications, Professional Organizations & Awards**

**B.S. Business Management / Office Applications (double concentration - seeking)**

Charter College

Anchorage, AK **Dean’s List-Current** Charter College

Anchorage, AK

**Microsoft Office Specialist Word 2003**

Certipoint

Anchorage, AK

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

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Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Association of Information Technology Professionals**

Charter College

Anchorage, AK

**Website Development & Design**

GNC Web Creations

Water Valley, MS

**MS Office 2002 Certificates**

National Computer Science Academy Dallas, TX

**First Aid/CPR**

American Red Cross

Anchorage, AK

**Business Marketing**

University Alaska Southeast

Juneau, AK

**Certificate – Fashion Design**

Solano Community College

Suisun, CA

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College

Suisun, CA

**Fashion Design**

Brooks College Fashion Design Long Beach, CA

***Sue Darby***

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@suedarby Linkedin/suedarby

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your team.

**Achievements**

* Develop unit SharePoint to track internal errors, providing report to management for team development and training
* Works with IT and Research and Analysis teams on main database functionality; thus improving the connecting of subcontractors to certified agencies
  + Works closely with the SharePoint development team to ensure Archiving site calculates correct retention as per regulations
* Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files sent to Archiving

**Computer Skill Set**

* Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
* Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ certification
* Programming languages such as HTML, CSS, JavaScript, VB,net in addition to MySQL, and SQL based databases
* Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Business Skill Sets**

* Technical writing including; office procedures, project requirements and proposals, drafting patterns
* Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management
* Organization and logistics

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-

Present

Office Assistant II Nov 2011-Feb

2014

Admin Clerk II May 2008-Nov

2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

*Sue’s Tiny Costumes*

Entrepreneur/Webmaster Oct 1995-

Present

***Education***

**Charter College Alpha Beta Kappa June 2009**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications Business Management Practice

***Certificate***

Computerized Office Associate Computerized Office Specialist

***MS Office Master Certification***

***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification, Android Development

***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

***Sue Darby***

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[darby.com](http://www.sue-a-darby.com/)

Cell 907-707-5654 [sue@sue-a-](mailto:sue@sue-a-darby.com)

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

***S***ue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

**Achiev ements**

* Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
* Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
* Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

**Computer Skill Set**

* Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source options.
* Programming languages such as HTML, CSS, JavaScript, VB,net in addition to MySQL databases, and SQL databases
* Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
* Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Busine ss Skill Sets**

* Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
* Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work with Research and Analysis team to create reports to provide statistical data needed by senior management

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-

Present

Office Assistant II Nov 2011-Feb

2014

Admin Clerk II May 2008-Nov

2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management Practice

***Certificate***

Computerized Office Associate & Computerized Office Specialist

***MS Office Master Certification***

***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification

***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

Twitter @suedarby Linkedin/suedarby

***Sue Darby***

907-746-5978 Home 907-355-3750 Cell

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

Twitter: @suedarby

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

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Technical Achievements***

* + Website design, development, including hand coded and Wordpress based websites
  + Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
  + Administrator of Division Archiving SharePoint as well as subject matter expert for system
  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
  + Manage social media accounts, website and marketing of patterns and books
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to support staff
  + Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance* Admin Clerk II May 2008-Nov 2011 ***Experience (Part-Time)***

*Sue’s Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management

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~~ASdtvatainstciecds ~WRebesearch Method Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl

~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska

Introduction to Share Point with Lab State of Alaska Introduction to Supervisor Training State of Alaska Basic Care Coordination Training for QA State of Alaska Introduction to Office 2007 State of Alaska

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

2012

2011

2011

2010

2009



*Notable Achievements & Skills*

* Effectively explain ideas & information to both technical & non-technical users
* Design improved file & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
* Develop process for archival & offsite storage of files including training materials & procedure development
* Develop plan to create database connections for previously invisible information working with management & IT
* Reduce Management’s information systems data entry 50%; improved time management
* Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
* Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears &

Anywears”, & “Dolls In Miniature”

* Creation and technical writing for 100 miniature & small doll patterns
* Website design, development, & marketing; WordPress, HTML & CSS

based sites

*Experience*

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II Anchorage, AK

May 2008-Present

Nine Star Education & Employment Services

Career Development Center Mentor & Computer Instructor

Sue’s Tiny Costumes Business Owner & Webmaster

[www.suestinycostumes.com](http://www.suestinycostumes.com/)

*Education & Training*

Charter College – Alpha Beta Kappa, Dean’s List

Anchorage, AK April 2006-April 2008

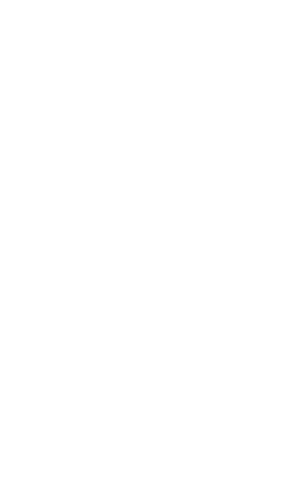
Sept 1996-Present

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

*2009*

Word, Excel, Access, PowerPoint *2009*



Introduction to Sharepoint *2011*

Sharepoint for Site Owners & Power Users *2013*

*Sue Darby*

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[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

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*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

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

*Profile*

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

*Notable Achievements & Skills*

* Effectively explain ideas & information to both technical & non-technical users
* Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
* Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
* Develop process for archival & offsite storage of files including training materials & procedure development
* Develop plan to create database connections for previously invisible information working with management & IT
* Reduce Management’s information systems data entry 50%; improved time management
* Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
* Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears &

Anywears”, & “Dolls In Miniature”

* Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
* Website design, development, & marketing including hand coded & Word Press based websites
* Curriculum development & delivery of online classes

*Experience*

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services

Career Development Center Mentor & Computer Instructor

Sue’s Tiny Costumes Business Owner & Webmaster

*Education & Training*

Charter College – Alpha Beta Kappa, Dean’s List

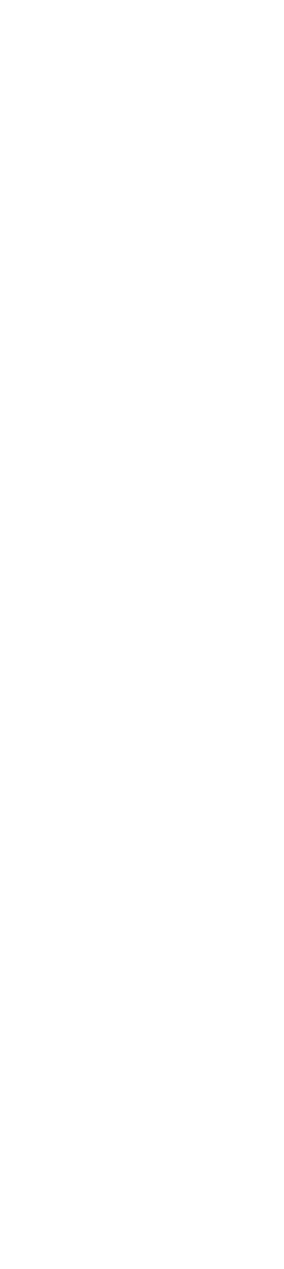


Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008 Sept 1996-Presen[t www.suestinycostumes.com](http://www.suestinycostumes.com/)

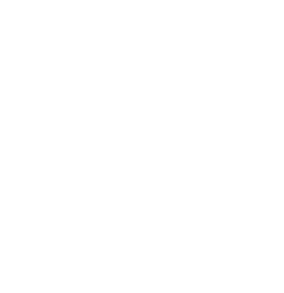
B.S. Degree in Business Management & Technology: Concentration in Business Applications;

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

*2009*

Associate;

Certificate in Computerized Office Specialist

Microsoft Office Master Certification

Word, Excel, Access, PowerPoint *2009*

Introduction to SharePoint *2011*

SharePoint for Site Owners & Power Users *2013*

***Sue Darby***

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907-746-5978 Home

[su](mailto:sue@sue-a-darby.com) [e](mailto:sue@sue-a-darby.com)

[@s](mailto:sue@sue-a-darby.com) [ue-](mailto:sue@sue-a-darby.com)

[a-](mailto:sue@sue-a-darby.com) [dar](mailto:sue@sue-a-darby.com) [by.](mailto:sue@sue-a-darby.com) [co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [w](http://www.sue-a-darby.com/) [w](http://www.sue-a-darby.com/) [w.](http://www.sue-a-darby.com/) [su](http://www.sue-a-darby.com/) [e-](http://www.sue-a-darby.com/)

[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Streamline administrative processes, database improvements, data tracking and report processes o Research date & bates stamping equipment purchase to reduce clerical processing time o Develop checklists to ensure applications processing efficiency

o Develop note entry process to provide accurate data for weekly reporting processes

* + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient
* Write technical tutorials for future staff reference
* Write business document to correct errors and improve data results for public search tool
  + Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications

o Give input for final decisions

* + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Publish
* 2 books, multiple articles and over 100 miniature and small doll patterns
* Technical instructions with drawn diagrams
* Photography of final products
* Copyright holder for both books
* Published author in 4 magazines
  + Develop and continually improve administrative and unit processes
* Design and write tutorials, diagrams and hands on training methods
* Contribute to formal policies during development phases
* Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
* Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness
* Contact providers with list of missing materials
* Provide technical assistance regarding requirements
* Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

|  |  |  |
| --- | --- | --- |
|  | Senior Services Technician  2014-Present Office Assistant II 2011-Feb 2014  Admin Clerk II 2008-Nov 2011 | Feb  Nov May |
| *Alaska Office Specialists*  2008 -Present | Owner | Oct |
| *Books, Music & More*  2008 -Present | Owner | Oct |
| *Coffee Institute* | Owner | Oct |

2008 -Present *Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr

2006-Apr 2008 ***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* + Technical Writing
  + Project Management
  + Statistics
  + Research Methodologies
  + Telecommunications
  + Advanced Web Development
  + Visual Basic.NET
  + Business Law
  + Contract Management
  + Human Resources
  + Operations Management
  + Perl
  + Marketing
  + JavaScript

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

**Fashion Design (Certificate)** Solano Community College Suisun, CA Brooks College Fashion Design

**Certifications**

**Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

**Training**

Archiving Basics State of Alaska March

2012

Introduction to Share Point with Lab State of Alaska April 2011

HIPAA Security 201 State of Alaska March

2011

Introduction to Supervisor Training State of Alaska March 2011

Basic Care Coordination Training for QA State of Alaska March 2010

Introduction to Office 2007 State of Alaska May

2009

**Organizations, Memberships and Workshops**

Balancing Life and Work John Parker Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism

**Memberships**

Association of Information Technology Professionals Charter College

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907-746-5978

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

[-a-](mailto:sue@sue-a-darby.com) [darby.co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [www](http://www.sue-a-darby.com/)

[.sue-a-](http://www.sue-a-darby.com/) [darby.co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company in the beautiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your business.

***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects. “Habilitation Homes Project” &“Critical Incident Report Tracking
  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
  + Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
  + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Copyright, publish books and patterns
  + Develop and continually improve administrative and unit processes
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

|  |  |
| --- | --- |
| Senior Services Technician Feb  2014-Present  Office Assistant II Nov  2011-Feb 2014  Admin Clerk II May  2008-Nov 2011 |  |
| *Alaska Office Specialists* Owner Oct  2008 -Present |
| *Books, Music & More* Owner Oct  2008 -Present |
| *Coffee Institute* Owner |
| Oct 2008 –Present *Nine Star Education & Employment* |
| Career Development Mentor & Computer Instructor |
| Apr 2006-Apr 2008 ***Volunteer Experience*** |
| Alaskans for |
| Palmer Hay Flats |
| CCS Headstart |
| ***Education*** |
| **Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA** | **2009** |
| ***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications* |  |
| ***Bachelors of Science Degree*** *- Business Management and Technology* |  |
| ***Associate of Applied Science Degree -*** *Computer Science: Concentration in Business Applications* |  |
| ***Associate of Applied Science Degree*** *- Business Management Practice* |  |
| ***Certificate*** *- Computerized Office Associate* |  |
| ***Certificate*** *- Computerized Office Specialist* |  |
| **Website Development and Design** |  |
| GNC Web Creations |  |
| **Business Marketing** |  |
| University Alaska Southeast Juneau, AK |  |
| **Fashion Design (Certificate)** |  |
| Solano Community College Suisun, CA |  |
| Brooks College Fashion Design |  |
| **Certifications** |  |
| **Microsoft Office 2003 Master** |  |
| Nine Star Education and Employment Anchorage, AK |  |
| **Training** |  |
| Archiving Basics State of Alaska | 20 |
|  | 12 |
| Introduction to Share Point with Lab State of Alaska | 20 |
|  | 11 |

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| --- | --- |
| HIPAA Security 201 State of Alaska | 20 |
|  | 11 |
| Introduction to Supervisor Training State of Alaska | 20 |
|  | 11 |
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|  | 10 |
| Introduction to Office 2007 State of Alaska | 20 |
|  | 09 |
| **Organizations, Memberships and Workshops** |  |
| Balancing Life and Work John Parker |  |
| Novel Install Fest IT Expo |  |
| AmeriCorps Conference National Association for Community Volunteerism |  |
| Association of Information Technology Professionals Charter College |  |

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[-a-](mailto:sue@sue-a-darby.com) [darby.co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [www](http://www.sue-a-darby.com/)

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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

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  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
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***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Copyright, publish books and patterns
  + Develop and continually improve administrative and unit processes
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

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  + Screen incoming applications to ensure completeness

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

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| ***Certificate*** *- Computerized Office Associate* |  |
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| GNC Web Creations |  |
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| Solano Community College Suisun, CA |  |
| Brooks College Fashion Design |  |
| **Certifications** |  |
| **Microsoft Office 2003 Master** |  |
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| HIPAA Security 201 State of Alaska | 20 |
|  | 11 |
| Introduction to Supervisor Training State of Alaska | 20 |
|  | 11 |
| Basic Care Coordination Training for QA State of Alaska | 20 |
|  | 10 |
| Introduction to Office 2007 State of Alaska | 20 |
|  | 09 |
| **Organizations, Memberships and Workshops** |  |
| Balancing Life and Work John Parker |  |
| Novel Install Fest IT Expo |  |
| AmeriCorps Conference National Association for Community Volunteerism |  |
| Association of Information Technology Professionals Charter College |  |

**Sue Darby | Webmaster & Technical Writer**

***Experience***

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

* + - Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
    - Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
    - Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
    - Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
    - Provide technical assistance of statutes, regulations, policies, & procedures via phone, e- mail, & in person
    - Team Lead for multiple volunteers; trained and delegated duties as needed

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska

* + - * Reduce Management’s information systems data entry 50%; improved time management
      * Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
      * Monthly statistic tracking & reporting for internal use & grant reporting
      * Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner 1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/) [www.suestinycostumes.com](http://www.suestinycostumes.com/)

* + - * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
      * Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
      * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
      * Website design, development, & marketing including hand coded & Word Press based websites

**Volunteer Work**

* + - * PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
      * Chugiak Children’s Services Head Start – Classroom Aide 2004
      * [www.integrity-designs.com](http://www.integrity-designs.com/) –Online Marketing 2003
      * [www.minidolllist.com](http://www.minidolllist.com/)– Graphic Design 2003

**Contact Sue**

**Email**

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

**Phone**

907-746-5978

**Website**

[www.sue-a-darby.com](http://www.sue-a-darby.com/)

**LinkedIn**

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby/)

**Education**

1. *S.* Business Management & Technology*;* Concentration in

Business Applications *A.S* Computer Science *– Alpha Beta Kappa Honors– Charter College 2009*

*Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009 Business Marketing Courses – University Alaska Southeast 2005*

*Fashion Design Certificate – Solano Community College 1997*

**Skills**

*Web Master*, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting,* MS Office, MS Project, MS Visio, AdobePro, *Corel Draw Suite*

*Database Improvements,* Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

**Training**

*Website Development & Design/SEO– GNC Web Creations Ongoing SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA*

*Security 201, Introduction to Supervisor Training, Basic Care*

**Sue Darby | Webmaster & Technical Writer**

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*Sue Darby*

*907-334-2639 Work*

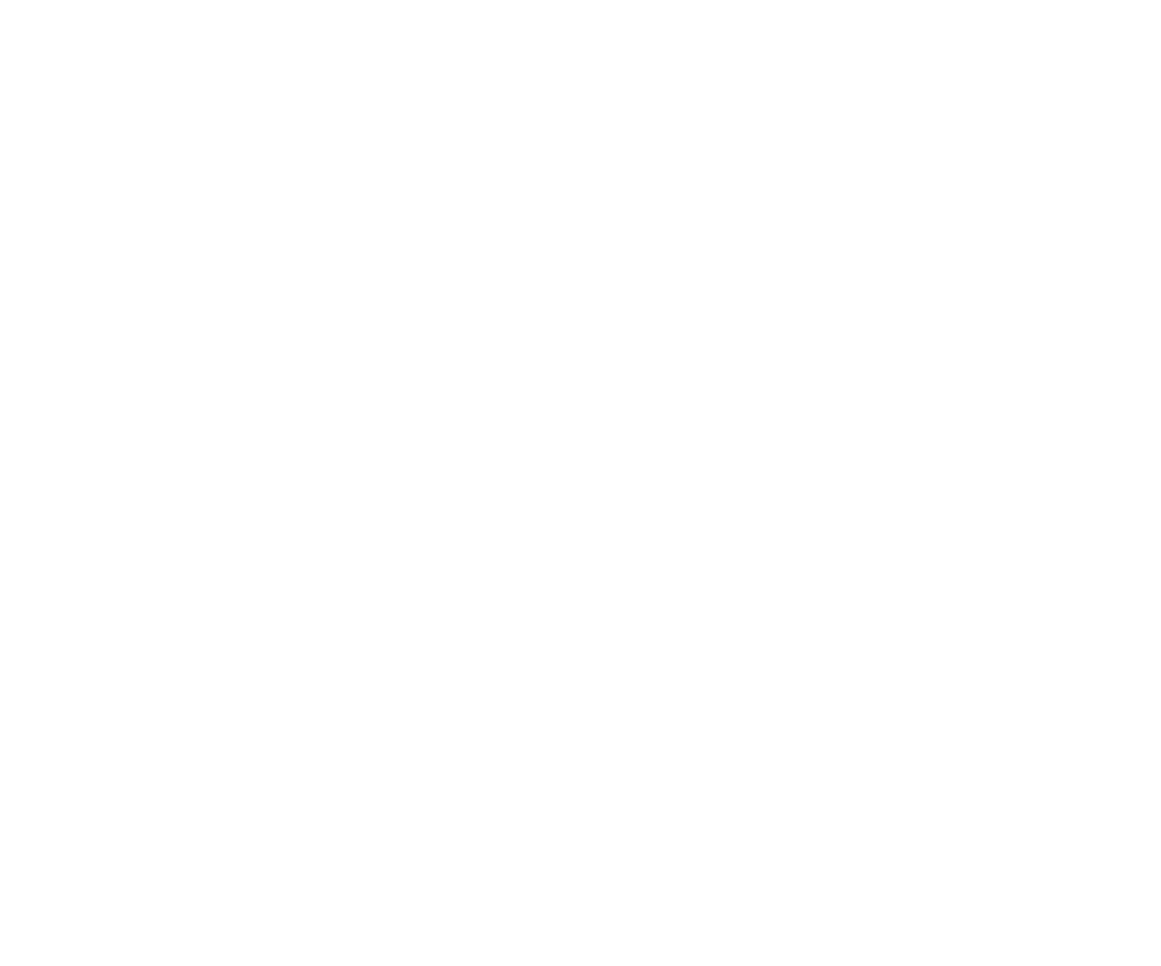
*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

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

*Master Certified MS Office 2003 MS Project MS Visio*

*MS SharePoint OneNote AdobePro*

*Document Design & Formatting Corel Draw Suite UML*

*Visio*

*Streamline Administrative Processes Database Improvements Data Tracking*

*Report Processes Project Management Task Management Goals Budgets Timelines GANTT Charts*

*Technical Writing Web Master Marketing Business Owner HTML CSS*

*JavaScript Perl VisualBasic.net*

*Product Design & Development WordPress*

*Notable Achievements & Skills*

* + Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
  + Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
  + Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

*Computer Skill Set*

* + Familiar with major PC office suites; SharePoint, Adobe
  + Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
  + Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
  + Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
  + Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

*Business Skill Sets*

* + - Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
    - Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
    - Work with Research and Analysis team to create reports to provide statistical data needed by senior management

*Experience \_*

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance May 2008-Present*

Senior Services Technician, Office Assistant II, Admin Clerk

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 Sue’s Tiny Costumes [www.suestinycostumes.com](http://www.suestinycostumes.com/)

Business Owner & Webmaster Sept 1996-Present

*Education & Training*

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management Practice

*Sue Darby*

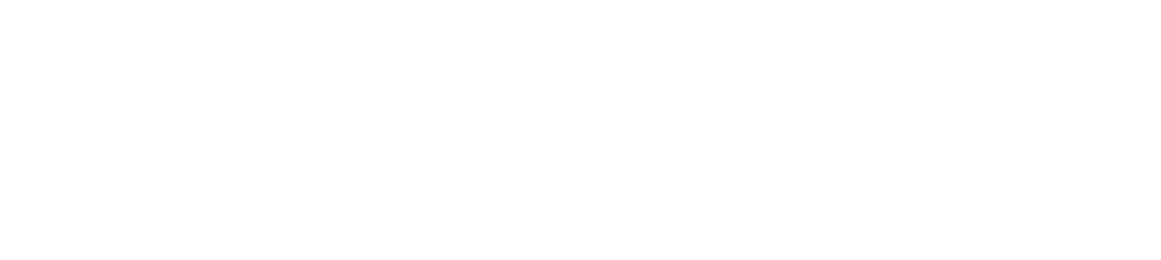
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[](mailto:sue@sue-a-darby.com)

***Sue Darby***

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907--355-3750 Cell [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Software Skills***

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting



1

***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
      * Give input for final decisions
    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + - Publish
      * 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
      * Photography of final products
    - Develop and continually improve administrative and unit processes
      * Design and write tutorials, diagrams and hands on training methods
      * Contribute to formal policies during development phases
      * Design and format forms used internally and externally
      * Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + - Reduce Management’s information systems data entry 50%; improved time management
    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present *State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance* Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment*



2

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources

~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

|  |  |
| --- | --- |
| **Website Development and Design**  GNC Web Creations Online |  |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
| **Training** |
| COGNOS | 2014 |
| HIPAA Security 201 State of Alaska | 2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |



3

***Sue Darby***

Palmer, AK

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907-355-3750 Cell

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[@s](mailto:sue@sue-a-darby.com) [ue-](mailto:sue@sue-a-darby.com)

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[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Skills***

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**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
      * Give input for final decisions
    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + - Publish
      * 2 books, multiple articles and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
      * Photography of final products
      * Copyright holder for both books
      * Published author in 4 magazines
    - Develop and continually improve administrative and unit processes
      * Design and write tutorials, diagrams and hands on training methods
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    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + - Reduce Management’s information systems data entry 50%; improved time management
    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present *Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 ***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa**

**3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

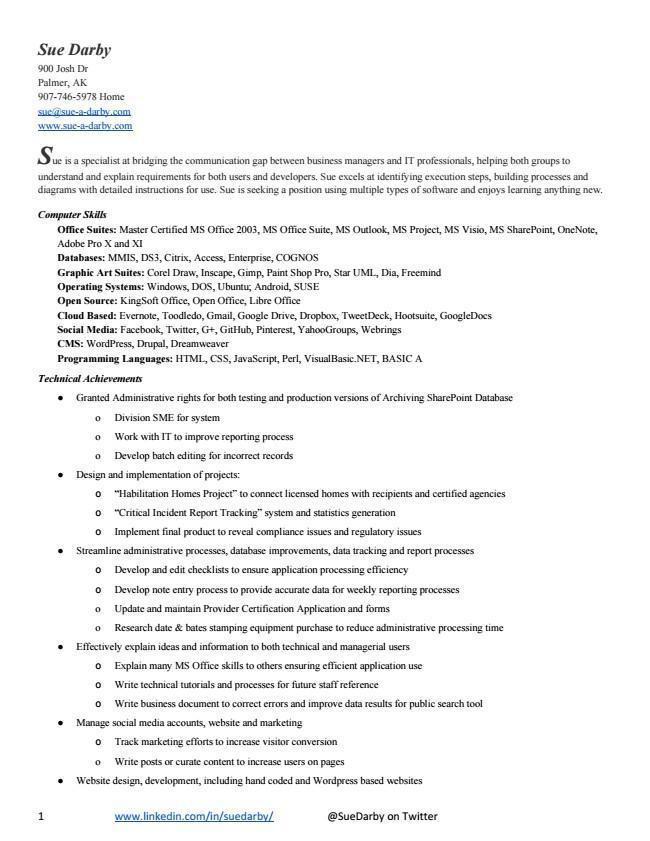
***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

|  |  |
| --- | --- |
| * Technical Writing |  |
| * Project Management |
| * Statistics |
| * Research Methodologies |
| * Telecommunications |
| * Advanced Web Development |
| * Visual Basic.NET |
| * Business Law |
| * Contract Management |
| * Human Resources |
| * Operations Management |
| * Perl |
| * Marketing |
| * JavaScript |
| **Website Development and Design** |
| GNC Web Creations Online |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
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| Introduction to Office 2007 State of Alaska | 2009 |



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ue is a specialist at bridging the communication gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and enjoys learning anything new.

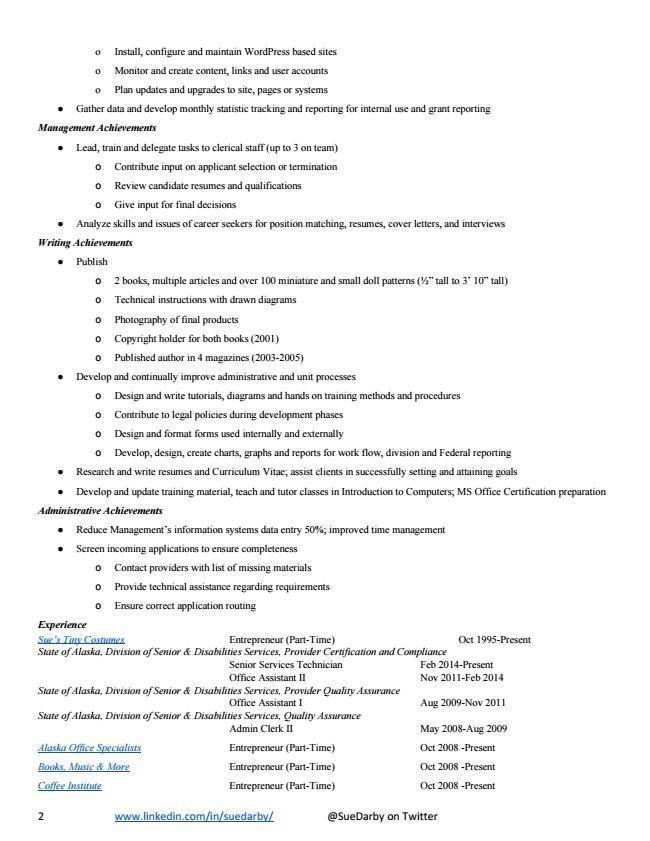
***Computer Skills***

Office Suites: Master Certified MS Office 2003, MS Office Suite, MS Outlook, MS Project, MS Visio, MS SharePoint, OneNote, Adobe Pro X and XI Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Star UML, Dia, Freemind Operating Systems: Windows, DOS, Ubuntu; Android, SUSE Open Source: KingSoft Office, Open Office, Libre Office Cloud Based: Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite, GoogleDocs Social Media: Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings CMS: WordPress, Drupal, Dreamweaver Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
* Division SME for system
* Work with IT to improve reporting process o Develop batch editing for incorrect records
* Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies o “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
* Streamline administrative processes, database improvements, data tracking and report processes o Develop and edit checklists to ensure application processing efficiency
* Develop note entry process to provide accurate data for weekly reporting processes o Update and maintain Provider Certification Application and forms
* Research date & bates stamping equipment purchase to reduce administrative processing time
* Effectively explain ideas and information to both technical and managerial users o Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
* Manage social media accounts, website and marketing o Track marketing efforts to increase visitor conversion
* Write posts or curate content to increase users on pages
* Website design, development, including hand coded and Wordpress based websites

1. [www.linkedin.com/in/suedarby/](http://www.linkedin.com/in/suedarby/) @SueDarby on Twitter



* Install, configure and maintain WordPress based sites
* Monitor and create content, links and user accounts o Plan updates and upgrades to site, pages or systems
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and

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* Publish
* 2 books, multiple articles and over 100 miniature and small doll patterns (1⁄2” tall to 3’ 10” tall) o Technical instructions with drawn diagrams
* Photography of final products
* Copyright holder for both books (2001)
* Published author in 4 magazines (2003-2005)
* Develop and continually improve administrative and unit processes
* Design and write tutorials, diagrams and hands on training methods and procedures o Contribute to legal policies during development phases
* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully setting and attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness o Contact providers with list of missing materials
* Provide technical assistance regarding requirements o Ensure correct application routing

*Experience Sue’s Tiny Costumes Entrepreneur (Part-Time) Oct 1995-Present State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

*Senior Services Technician Feb 2014-Present Office Assistant II Nov 2011-Feb 2014 State of Alaska,*

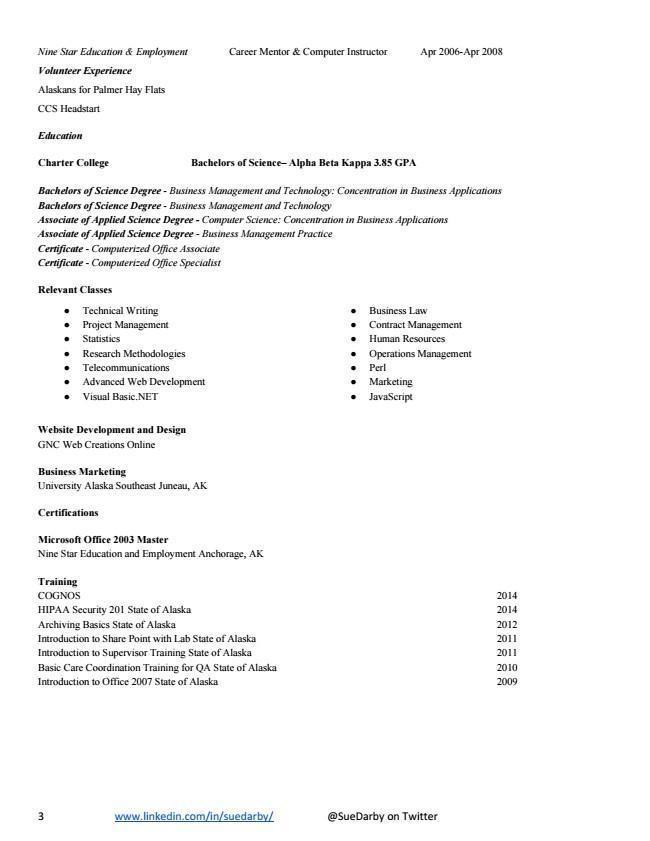
*Division of Senior & Disabilities Services, Provider Quality Assurance*

*Office Assistant I Aug 2009-Nov 2011 State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Aug 2009

Alaska Office Specialists Entrepreneur (Part-Time) Oct 2008 -Present Books, Music & More Entrepreneur (Part-Time) Oct 2008 -Present Coffee Institute Entrepreneur (Part-Time) Oct 2008 -Present

1. [www.linkedin.com/in/suedarby/](http://www.linkedin.com/in/suedarby/) @SueDarby on Twitter



Nine Star Education & Employment Career Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

*Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications Bachelors of Science Degree - Business Management and Technology Associate of Applied Science Degree - Computer Science: Concentration in Business Applications Associate of Applied Science Degree - Business Management Practice Certificate - Computerized Office Associate Certificate*

*- Computerized Office Specialist*

**Relevant Classes**

* Technical Writing
* Project Management
* Statistics
* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Website Development and Design GNC Web Creations Online** Business Marketing University Alaska Southeast Juneau, AK **Certifications**

Microsoft Office 2003 Master Nine Star Education and Employment Anchorage, AK

Training COGNOS 2014 HIPAA Security 201 State of Alaska 2014 Archiving Basics State of Alaska 2012 Introduction to Share Point with Lab State of Alaska 2011 Introduction to Supervisor Training State of Alaska 2011 Basic Care Coordination Training for QA State of Alaska 2010 Introduction to Office 2007 State of Alaska 2009

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***Sue Darby***

Palmer, AK

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[@s](mailto:sue@sue-a-darby.com) [ue-](mailto:sue@sue-a-darby.com)

[a-](mailto:sue@sue-a-darby.com) [dar](mailto:sue@sue-a-darby.com) [by.](mailto:sue@sue-a-darby.com) [co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [w](http://www.sue-a-darby.com/) [w](http://www.sue-a-darby.com/) [w.](http://www.sue-a-darby.com/) [su](http://www.sue-a-darby.com/) [e-](http://www.sue-a-darby.com/)

[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

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***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects:
    - “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
    - “Critical Incident Report Tracking” system and statistics generation
    - Implement final product to reveal compliance issues and regulatory issues
  + Streamline administrative processes, database improvements, data tracking and report processes
    - Research date & bates stamping equipment purchase to reduce administrative processing time
    - Develop and edit checklists to ensure applications processing efficiency
    - Develop note entry process to provide accurate data for weekly reporting processes
  + Effectively explain ideas and information to both technical and managerial users
    - Explain many MS Office skills to others ensuring efficient application use
    - Write technical tutorials and processes for future staff reference
    - Write business document to correct errors and improve data results for public search tool
  + Manage social media accounts, website and marketing of patterns and books
    - Track marketing efforts to increase visitor conversion
  + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
    - Give input for final decisions
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Publish
    - 2 books, multiple articles and over 100 miniature and small doll patterns
    - Technical instructions with drawn diagrams
    - Photography of final products
    - Copyright holder for both books
    - Published author in 4 magazines
  + Develop and continually improve administrative and unit processes
    - Design and write tutorials, diagrams and hands on training methods
    - Contribute to formal policies during development phases
    - Design and format forms used internally and externally
    - Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness
    - Contact providers with list of missing materials
    - Provide technical assistance regarding requirements
    - Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

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Alaskans for Palmer Hay Flats CCS Headstart

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**Relevant Classes**

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***Sue Darby***

907-746-5978 Home

907--355-3750 Cell

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[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

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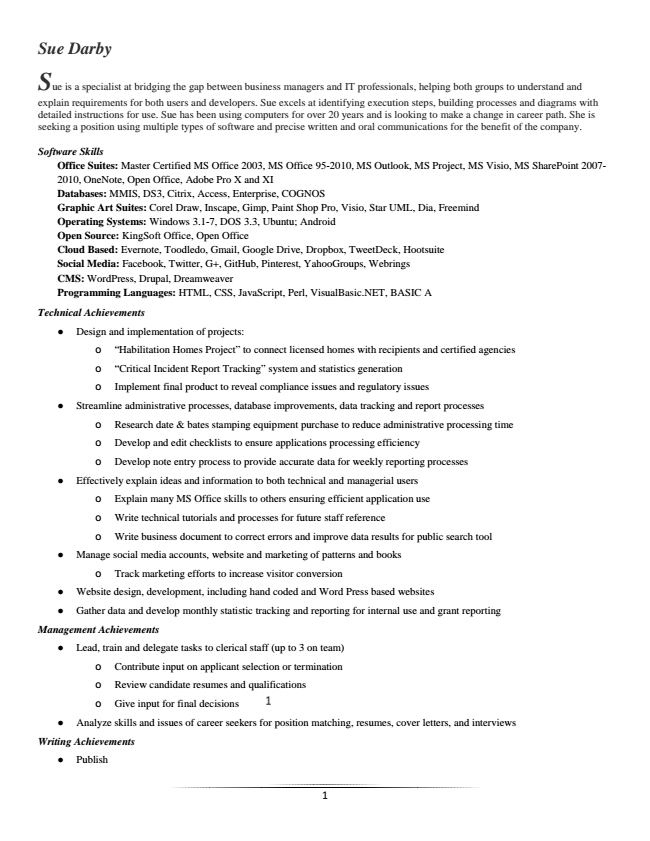
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***Technical Achievements***

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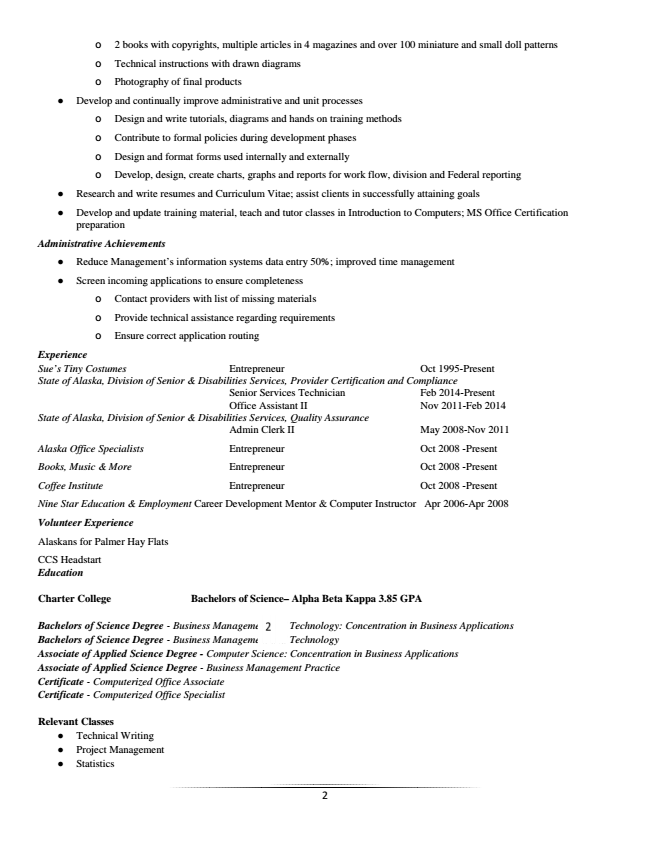
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***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart Education

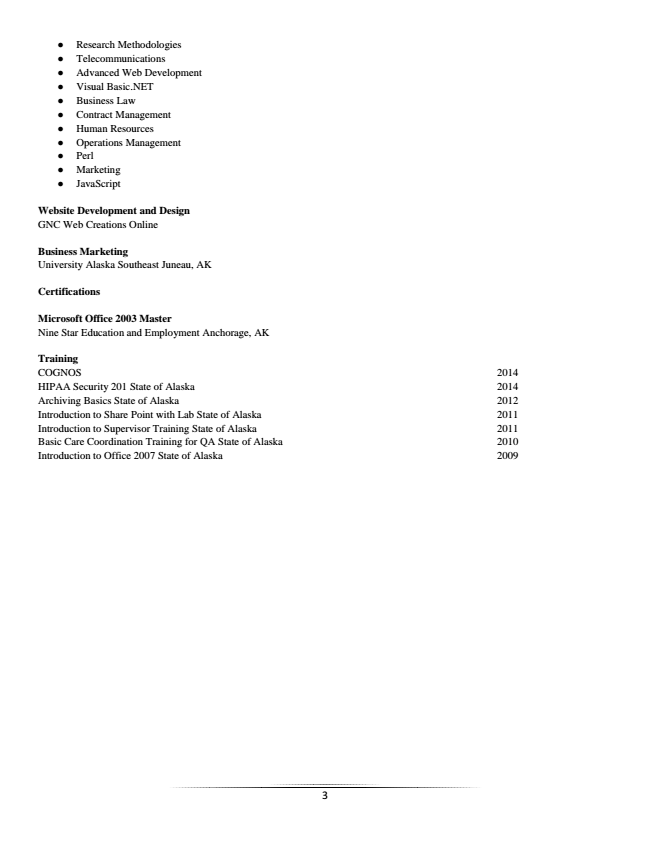
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**Relevant Classes**

* Technical Writing
* Project Management
* Statistics

2



* Research Methodologies
* Telecommunications
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**Website Development and Design GNC Web Creations Online** Business Marketing University Alaska Southeast Juneau, AK **Certifications**

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| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
| **Training** |
| COGNOS | 2014 |
| HIPAA Security 201 State of Alaska | 2014 |
| Archiving Basics State of Alaska | 2012 |
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| Basic Care Coordination Training for QA State of Alaska | 2010 |
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3

***Sue Darby***

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Software Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Streamline administrative processes, database improvements, data tracking and report processes
* Research date & bates stamping equipment purchase to reduce administrative processing time
* Develop and edit checklists to ensure applications processing efficiency
* Develop note entry process to provide accurate data for weekly reporting processes
  + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
  + Manage social media accounts, website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications

o Give input for final decisions 

* + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews



1

***Writing Achievements***

* + Publish
* 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
* Technical instructions with drawn diagrams
* Photography of final products
  + Develop and continually improve administrative and unit processes
* Design and write tutorials, diagrams and hands on training methods
* Contribute to formal policies during development phases
* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness
* Contact providers with list of missing materials
* Provide technical assistance regarding requirements
* Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008

-Present *Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 ***Volunteer Experience***

Alaskans for Palmer Hay Flats

CCS Headstart

***Education***

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*



2

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

|  |  |
| --- | --- |
| * Technical Writing |  |
| * Project Management |
| * Statistics |
| * Research Methodologies |
| * Telecommunications |
| * Advanced Web Development |
| * Visual Basic.NET |
| * Business Law |
| * Contract Management |
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| * Marketing |
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  + Administrator of Division Archiving SharePoint as well as subject matter expert for system

o Records retention subject matter expert

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* Provide information to help other divisions with efforts to share data
  + Manage social media accounts, website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites

o Write and edit HTML, CSS, JavaScript and PHP

* + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff
* Contribute input on applicant interviews, selection or termination
* Review candidate resumes and qualifications
* Give input for final decisions
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Apr 2006-Apr 2008

***Education***

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***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

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**Relevant Classes**

* + - Technical Writing
    - Project Management
    - Statistics
    - Research Methodologies
    - Telecommunications
    - Advanced Web Development
    - Visual Basic.NET
    - Business Law
    - Contract Management
    - Human Resources
    - Operations Management
    - Perl
    - Marketing
    - JavaScript

**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
    - PHP MYSQL
    - Web design

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

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**Training**

COGNOS 20

14

HIPAA Security 201 State of Alaska Archiving Basics State of Alaska

20

2012 14

Introduction to Share Point with Lab State of Alaska 2011 Introduction to Supervisor Training State of Alaska 20

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Basic Care Coordination Training for QA State of Alaska 20

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Introduction to Office 2007 State of Alaska 20

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***Experience***

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***Certificate*** *- Computerized Office Associate*

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**Relevant Classes**

* + - Technical Writing
    - Project Management
    - Statistics
    - Research Methodologies
    - Telecommunications
    - Advanced Web Development
    - Visual Basic.NET
    - Business Law
    - Contract Management
    - Human Resources
    - Operations Management
    - Perl
    - Marketing
    - JavaScript

**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
    - PHP MYSQL
    - Web design

**Website Development and Design**

GNC Web Creations Online

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**Certifications**

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Nine Star Education and Employment Anchorage, AK

**Training**

COGNOS

2014

HIPAA Security 201 State of Alaska Archiving Basics State of Alaska

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

***Computer Skills***

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**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

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***Experience (Full-Time)***

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Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II

***Experience (Part-Time)***

May 2008-Nov 2011

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*Alaska Office Specialists*

Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More*

Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute*

Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistics ~ Research Methodologi Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law

~ Contract

Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska

Introduction to Share Point with Lab State of Alaska Introduction to Supervisor Training State of Alaska Basic Care Coordination Training for QA State of Alaska Introduction to Office 2007 State of Alaska

2012

2011

2011

2010

2009

***Sue Darby***

907-746-5978 Home 907--355-3750 Cell

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

Twitter: @suedarby Linkedin <https://www.linkedin.com/in/suedarby>

***Computer Skills***

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

***Technical Achievements***

* + Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
  + Administrator of Division Archiving SharePoint as well as subject matter expert for system
  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
  + Manage social media accounts, website and marketing of patterns and books
  + Website design, development, including hand coded and Wordpress based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to support staff
  + Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

***Experience (Part-Time)***

|  |  |  |
| --- | --- | --- |
| *Sue’s Tiny Costumes* | Entrepreneur | Oct 1995-  Present |
| *Alaska Office Specialists* | Entrepreneur | Oct 2008 -  Present |
| *Books, Music & More* | Entrepreneur | Oct 2008 -  Present |
| *Coffee Institute* | Entrepreneur | Oct 2008 -  Present |

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management ŸŸŸ~ Statistic

Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript ~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~

**Training**

COGNOS 2014

HIPAA Security 201 State of Alaska

2008-2014

Archiving Basics State of Alaska

2012

Introduction to Share Point with Lab State of Alaska

2011

Introduction to Supervisor Training State of Alaska

2011

Basic Care Coordination Training for QA State of Alaska

2010

Introduction to Office 2007 State of Alaska 2009

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

3311 Max Cir #3

Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Greatest Strengths and Abilities**

* + Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro
  + Proficient in the use of various resources to research topics pertinent to business or employment
  + Streamlined Management Information Systems input, reduced time consumption by 50%
  + Savvy with planning & marketing ideas for businesses
  + Establish positive & consistent customer relations
  + Create templates used for generating reports & statistics
  + Develop curricula, & plan course content & methods of instruction
  + Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET

**Skill Sets**

**Business Owner**

* + Research & write business, marketing & merchandising plans
  + Keep up with developments in area of expertise by reading current books & articles
  + Set project goals, determine risks, prepare contingency plan & timeline for achievement
  + Collect & analyze data on customer needs, & buying habits to identify potential markets
  + Seek & provide information to help companies determine their position in the marketplace
  + Attend staff conferences to provide management with information & proposals
  + Review financial statements, sales & activity reports
  + Measure & assess customer satisfaction

**Business Marketing**

* + Design, develop, & market products and services
  + Measure the effectiveness of marketing, advertising, & communications programs & strategies
  + Gather data on competitors and analyze their prices, sales, & method of marketing & distribution
  + Design, build, & maintain web sites, using ethical search engine marketing techniques
  + Monitor industry statistics & follow trends in trade literature or online
  + Develop web site maps, & page templates that meet project goals

**Training Specialist**

* + Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile learning
  + Present lectures & conduct discussions to increase knowledge & competence

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

3311 Max Cir #3

Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

* + Develop & deliver distance education curriculum to special needs students
  + Aid students in preparation for the Microsoft Office Specialist exams
  + Answer student questions about various computer software packages
  + Monitor, evaluate, & record training activities & program effectiveness
  + Offer specific training programs to help workers maintain or improve job skills
  + Attend meetings & seminars to obtain information for use in training programs
  + Observe work to determine progress, provide feedback, & make suggestions for improvement

**Career Development**

* + Interview applicants to obtain information on work history, training, education, & job skills
  + Conduct job-matching to find good fit between clients & hiring companies
  + Assess clients for barriers & brainstorm ways to overcome them
  + Input confidential client information into File Maker Pro via Citrix
  + Draft & edit resumes, cover letters & other business correspondence
  + Establish & maintain relationships with businesses to stay abreast of hiring needs
  + Direct clients to appropriate resources & assist clients in their use of outside assistance

**RELEVANT WORK/VOLUNTEER HISTORY**

**Employment Mentor**

Nine Star Education & Employment Services Anchorage, AK

**Computer Instructor**

Nine Star Education & Employment Services Anchorage, AK

**Business Owner**

Sue’s Tiny Costumes

Anchorage, AK

**Marketer**

Integrity Designs

Wasilla, AK **Graphic Designer** Miniature Doll List

National **Operations Assistant** Shirley’s Creative Designs

South Lake Tahoe, CA **Events Coordinator** Michael’s Arts & Crafts

Portland, OR

**Education, Certifications, Professional Organizations & Awards**

**B.S. Business Management / Office Applications (double concentration - seeking)**

Charter College

Anchorage, AK **Dean’s List-Current** Charter College

Anchorage, AK

**Microsoft Office Specialist Word 2003**

Certipoint

Anchorage, AK

Cell: 907-764-3054

Home: 907-562-5612

### Sue Darby

3311 Max Cir #3

Anchorage, AK 99507

\_ E-mail [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) \_

**Objective**: To obtain a position assisting individuals with **Small Business Development**

**Association of Information Technology Professionals**

Charter College

Anchorage, AK

**Website Development & Design**

GNC Web Creations

Water Valley, MS

**MS Office 2002 Certificates**

National Computer Science Academy Dallas, TX

**First Aid/CPR**

American Red Cross

Anchorage, AK

**Business Marketing**

University Alaska Southeast

Juneau, AK

**Certificate – Fashion Design**

Solano Community College

Suisun, CA

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College

Suisun, CA

**Fashion Design**

Brooks College Fashion Design Long Beach, CA

***Sue Darby***

907-746-5978 Home

907-707-5654 Mobile

[www.sue-a-darby.com](http://www.sue-a-darby.com/) [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

@suedarby Linkedin/suedarby

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your team.

**Achievements**

* Develop unit SharePoint to track internal errors, providing report to management for team development and training
* Works with IT and Research and Analysis teams on main database functionality; thus improving the connecting of subcontractors to certified agencies
  + Works closely with the SharePoint development team to ensure Archiving site calculates correct retention as per regulations
* Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files sent to Archiving

**Computer Skill Set**

* Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
* Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ certification
* Programming languages such as HTML, CSS, JavaScript, VB,net in addition to MySQL, and SQL based databases
* Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Business Skill Sets**

* Technical writing including; office procedures, project requirements and proposals, drafting patterns
* Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management
* Organization and logistics

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-

Present

Office Assistant II Nov 2011-Feb

2014

Admin Clerk II May 2008-Nov

2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

*Sue’s Tiny Costumes*

Entrepreneur/Webmaster Oct 1995-

Present

***Education***

**Charter College Alpha Beta Kappa June 2009**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications Business Management Practice

***Certificate***

Computerized Office Associate Computerized Office Specialist

***MS Office Master Certification***

***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification, Android Development

***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

***Sue Darby***

907-746-5978 Home [www.sue-a-](http://www.sue-a-darby.com/)

[darby.com](http://www.sue-a-darby.com/)

Cell 907-707-5654 [sue@sue-a-](mailto:sue@sue-a-darby.com)

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

***S***ue is a specialist at bridging the gap between management and IT professionals, ensuring understanding of requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

**Achiev ements**

* Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
* Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
* Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

**Computer Skill Set**

* Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source options.
* Programming languages such as HTML, CSS, JavaScript, VB,net in addition to MySQL databases, and SQL databases
* Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
* Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Busine ss Skill Sets**

* Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
* Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work with Research and Analysis team to create reports to provide statistical data needed by senior management

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-

Present

Office Assistant II Nov 2011-Feb

2014

Admin Clerk II May 2008-Nov

2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management Practice

***Certificate***

Computerized Office Associate & Computerized Office Specialist

***MS Office Master Certification***

***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification

***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

Twitter @suedarby Linkedin/suedarby

***Sue Darby***

907-746-5978 Home 907-355-3750 Cell

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Twitter: @suedarby

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

***Computer Skills***

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A **Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel **Graphic Art Suites:** Corel Draw, Inkscape, Gimp,

Paint Shop Pro, Visio, Star UML, Dia, Freemind **Operating Systems:**

Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI, KingSoft Office, Open Office

***Technical Achievements***

* + Website design, development, including hand coded and Wordpress based websites
  + Design and implementation of projects; Habilitation Homes and Critical Incident Report Tracking
  + Administrator of Division Archiving SharePoint as well as subject matter expert for system
  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
  + Manage social media accounts, website and marketing of patterns and books
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to support staff
  + Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance* Admin Clerk II May 2008-Nov 2011 ***Experience (Part-Time)***

*Sue’s Tiny Costumes* Entrepreneur/Webmaster Oct 1995-Present

*Alaska Office Specialists* Entrepreneur/Webmaster Oct 2008 -Present

*Books, Music & More* Entrepreneur/Webmaster Oct 2008 -Present

*Coffee Institute* Entrepreneur/Webmaster Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Business & Technology Alpha Beta Kappa 3.85 GPA**

**Relevant Classes**

~Technical Writing Project Management

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~~ASdtvatainstciecds ~WRebesearch Method Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl

~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

**Training**

COGNOS (database report manager) 2014

HIPAA Security 201 State of Alaska 2008-2014

Archiving Basics State of Alaska

Introduction to Share Point with Lab State of Alaska Introduction to Supervisor Training State of Alaska Basic Care Coordination Training for QA State of Alaska Introduction to Office 2007 State of Alaska

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

2012

2011

2011

2010

2009



*Notable Achievements & Skills*

* Effectively explain ideas & information to both technical & non-technical users
* Design improved file & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
* Develop process for archival & offsite storage of files including training materials & procedure development
* Develop plan to create database connections for previously invisible information working with management & IT
* Reduce Management’s information systems data entry 50%; improved time management
* Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
* Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears &

Anywears”, & “Dolls In Miniature”

* Creation and technical writing for 100 miniature & small doll patterns
* Website design, development, & marketing; WordPress, HTML & CSS

based sites

*Experience*

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II Anchorage, AK

May 2008-Present

Nine Star Education & Employment Services

Career Development Center Mentor & Computer Instructor

Sue’s Tiny Costumes Business Owner & Webmaster

[www.suestinycostumes.com](http://www.suestinycostumes.com/)

*Education & Training*

Charter College – Alpha Beta Kappa, Dean’s List

Anchorage, AK April 2006-April 2008

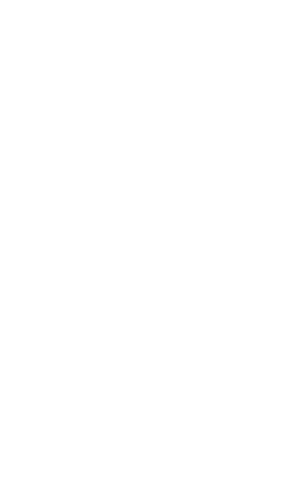
Sept 1996-Present

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

*2009*

Word, Excel, Access, PowerPoint *2009*



Introduction to Sharepoint *2011*

Sharepoint for Site Owners & Power Users *2013*

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

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

*Profile*

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company.

*Notable Achievements & Skills*

* Effectively explain ideas & information to both technical & non-technical users
* Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI
* Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization
* Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents
* Develop process for archival & offsite storage of files including training materials & procedure development
* Develop plan to create database connections for previously invisible information working with management & IT
* Reduce Management’s information systems data entry 50%; improved time management
* Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation
* Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears &

Anywears”, & “Dolls In Miniature”

* Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
* Website design, development, & marketing including hand coded & Word Press based websites
* Curriculum development & delivery of online classes

*Experience*

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services

Career Development Center Mentor & Computer Instructor

Sue’s Tiny Costumes Business Owner & Webmaster

*Education & Training*

Charter College – Alpha Beta Kappa, Dean’s List

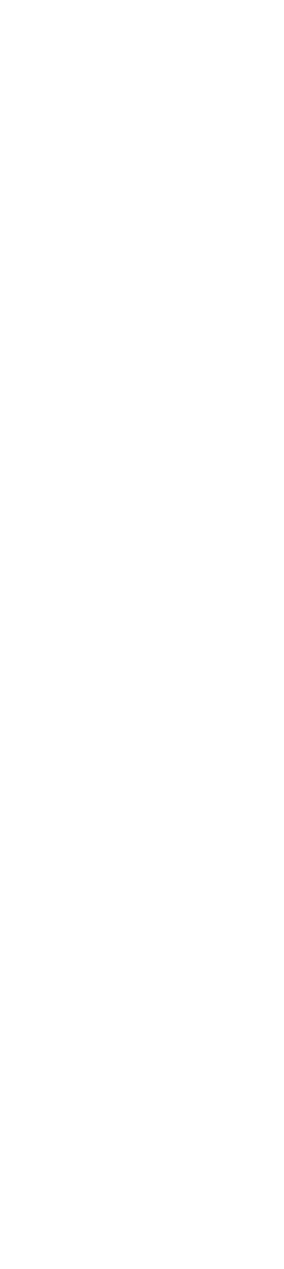


Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008 Sept 1996-Presen[t www.suestinycostumes.com](http://www.suestinycostumes.com/)

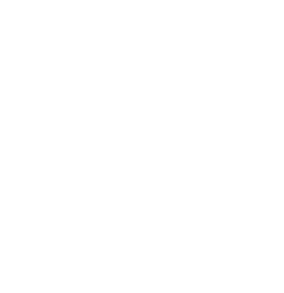
B.S. Degree in Business Management & Technology: Concentration in Business Applications;

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

*2009*

Associate;

Certificate in Computerized Office Specialist

Microsoft Office Master Certification

Word, Excel, Access, PowerPoint *2009*

Introduction to SharePoint *2011*

SharePoint for Site Owners & Power Users *2013*

***Sue Darby***

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907-746-5978 Home

[su](mailto:sue@sue-a-darby.com) [e](mailto:sue@sue-a-darby.com)

[@s](mailto:sue@sue-a-darby.com) [ue-](mailto:sue@sue-a-darby.com)

[a-](mailto:sue@sue-a-darby.com) [dar](mailto:sue@sue-a-darby.com) [by.](mailto:sue@sue-a-darby.com) [co](mailto:sue@sue-a-darby.com) [m](mailto:sue@sue-a-darby.com) [w](http://www.sue-a-darby.com/) [w](http://www.sue-a-darby.com/) [w.](http://www.sue-a-darby.com/) [su](http://www.sue-a-darby.com/) [e-](http://www.sue-a-darby.com/)

[a-](http://www.sue-a-darby.com/) [dar](http://www.sue-a-darby.com/) [by.](http://www.sue-a-darby.com/) [co](http://www.sue-a-darby.com/) [m](http://www.sue-a-darby.com/)

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Streamline administrative processes, database improvements, data tracking and report processes o Research date & bates stamping equipment purchase to reduce clerical processing time o Develop checklists to ensure applications processing efficiency

o Develop note entry process to provide accurate data for weekly reporting processes

* + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient
* Write technical tutorials for future staff reference
* Write business document to correct errors and improve data results for public search tool
  + Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications

o Give input for final decisions

* + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Publish
* 2 books, multiple articles and over 100 miniature and small doll patterns
* Technical instructions with drawn diagrams
* Photography of final products
* Copyright holder for both books
* Published author in 4 magazines
  + Develop and continually improve administrative and unit processes
* Design and write tutorials, diagrams and hands on training methods
* Contribute to formal policies during development phases
* Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
* Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness
* Contact providers with list of missing materials
* Provide technical assistance regarding requirements
* Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

|  |  |  |
| --- | --- | --- |
|  | Senior Services Technician  2014-Present Office Assistant II 2011-Feb 2014  Admin Clerk II 2008-Nov 2011 | Feb  Nov May |
| *Alaska Office Specialists*  2008 -Present | Owner | Oct |
| *Books, Music & More*  2008 -Present | Owner | Oct |
| *Coffee Institute* | Owner | Oct |

2008 -Present *Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr

2006-Apr 2008 ***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* + Technical Writing
  + Project Management
  + Statistics
  + Research Methodologies
  + Telecommunications
  + Advanced Web Development
  + Visual Basic.NET
  + Business Law
  + Contract Management
  + Human Resources
  + Operations Management
  + Perl
  + Marketing
  + JavaScript

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

**Fashion Design (Certificate)** Solano Community College Suisun, CA Brooks College Fashion Design

**Certifications**

**Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

**Training**

Archiving Basics State of Alaska March

2012

Introduction to Share Point with Lab State of Alaska April 2011

HIPAA Security 201 State of Alaska March

2011

Introduction to Supervisor Training State of Alaska March 2011

Basic Care Coordination Training for QA State of Alaska March 2010

Introduction to Office 2007 State of Alaska May

2009

**Organizations, Memberships and Workshops**

Balancing Life and Work John Parker Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism

**Memberships**

Association of Information Technology Professionals Charter College

***S***

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907-746-5978

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***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company in the beautiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your business.

***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects. “Habilitation Homes Project” &“Critical Incident Report Tracking
  + Streamline administrative processes, database improvements, data tracking and report processes
  + Effectively explain ideas and information to both technical and managerial users
  + Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
  + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + Copyright, publish books and patterns
  + Develop and continually improve administrative and unit processes
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

|  |  |
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| Apr 2006-Apr 2008 ***Volunteer Experience*** |
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| ***Education*** |
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| ***Associate of Applied Science Degree*** *- Business Management Practice* |  |
| ***Certificate*** *- Computerized Office Associate* |  |
| ***Certificate*** *- Computerized Office Specialist* |  |
| **Website Development and Design** |  |
| GNC Web Creations |  |
| **Business Marketing** |  |
| University Alaska Southeast Juneau, AK |  |
| **Fashion Design (Certificate)** |  |
| Solano Community College Suisun, CA |  |
| Brooks College Fashion Design |  |
| **Certifications** |  |
| **Microsoft Office 2003 Master** |  |
| Nine Star Education and Employment Anchorage, AK |  |
| **Training** |  |
| Archiving Basics State of Alaska | 20 |
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| Introduction to Share Point with Lab State of Alaska | 20 |
|  | 11 |

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| --- | --- |
| HIPAA Security 201 State of Alaska | 20 |
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| Introduction to Supervisor Training State of Alaska | 20 |
|  | 11 |
| Basic Care Coordination Training for QA State of Alaska | 20 |
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| Introduction to Office 2007 State of Alaska | 20 |
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| **Organizations, Memberships and Workshops** |  |
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| AmeriCorps Conference National Association for Community Volunteerism |  |
| Association of Information Technology Professionals Charter College |  |

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  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

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* + Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

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* + Copyright, publish books and patterns
  + Develop and continually improve administrative and unit processes
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

|  |  |
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| Senior Services Technician Feb  2014-Present  Office Assistant II Nov  2011-Feb 2014  Admin Clerk II May  2008-Nov 2011 |  |
| *Alaska Office Specialists* Owner Oct  2008 -Present |
| *Books, Music & More* Owner Oct  2008 -Present |
| *Coffee Institute* Owner |
| Oct 2008 –Present *Nine Star Education & Employment* |
| Career Development Mentor & Computer Instructor |
| Apr 2006-Apr 2008 ***Volunteer Experience*** |
| Alaskans for |
| Palmer Hay Flats |
| CCS Headstart |
| ***Education*** |
| **Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA** | **2009** |
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| ***Certificate*** *- Computerized Office Specialist* |  |
| **Website Development and Design** |  |
| GNC Web Creations |  |
| **Business Marketing** |  |
| University Alaska Southeast Juneau, AK |  |
| **Fashion Design (Certificate)** |  |
| Solano Community College Suisun, CA |  |
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| Balancing Life and Work John Parker |  |
| Novel Install Fest IT Expo |  |
| AmeriCorps Conference National Association for Community Volunteerism |  |
| Association of Information Technology Professionals Charter College |  |

**Sue Darby | Webmaster & Technical Writer**

***Experience***

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

* + - Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
    - Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
    - Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
    - Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
    - Provide technical assistance of statutes, regulations, policies, & procedures via phone, e- mail, & in person
    - Team Lead for multiple volunteers; trained and delegated duties as needed

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska

* + - * Reduce Management’s information systems data entry 50%; improved time management
      * Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
      * Monthly statistic tracking & reporting for internal use & grant reporting
      * Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner 1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/) [www.suestinycostumes.com](http://www.suestinycostumes.com/)

* + - * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
      * Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
      * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
      * Website design, development, & marketing including hand coded & Word Press based websites

**Volunteer Work**

* + - * PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
      * Chugiak Children’s Services Head Start – Classroom Aide 2004
      * [www.integrity-designs.com](http://www.integrity-designs.com/) –Online Marketing 2003
      * [www.minidolllist.com](http://www.minidolllist.com/)– Graphic Design 2003

**Contact Sue**

**Email**

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

**Phone**

907-746-5978

**Website**

[www.sue-a-darby.com](http://www.sue-a-darby.com/)

**LinkedIn**

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby/)

**Education**

1. *S.* Business Management & Technology*;* Concentration in

Business Applications *A.S* Computer Science *– Alpha Beta Kappa Honors– Charter College 2009*

*Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009 Business Marketing Courses – University Alaska Southeast 2005*

*Fashion Design Certificate – Solano Community College 1997*

**Skills**

*Web Master*, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting,* MS Office, MS Project, MS Visio, AdobePro, *Corel Draw Suite*

*Database Improvements,* Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

**Training**

*Website Development & Design/SEO– GNC Web Creations Ongoing SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA*

*Security 201, Introduction to Supervisor Training, Basic Care*

**Sue Darby | Webmaster & Technical Writer**

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*Sue Darby*

*907-334-2639 Work*

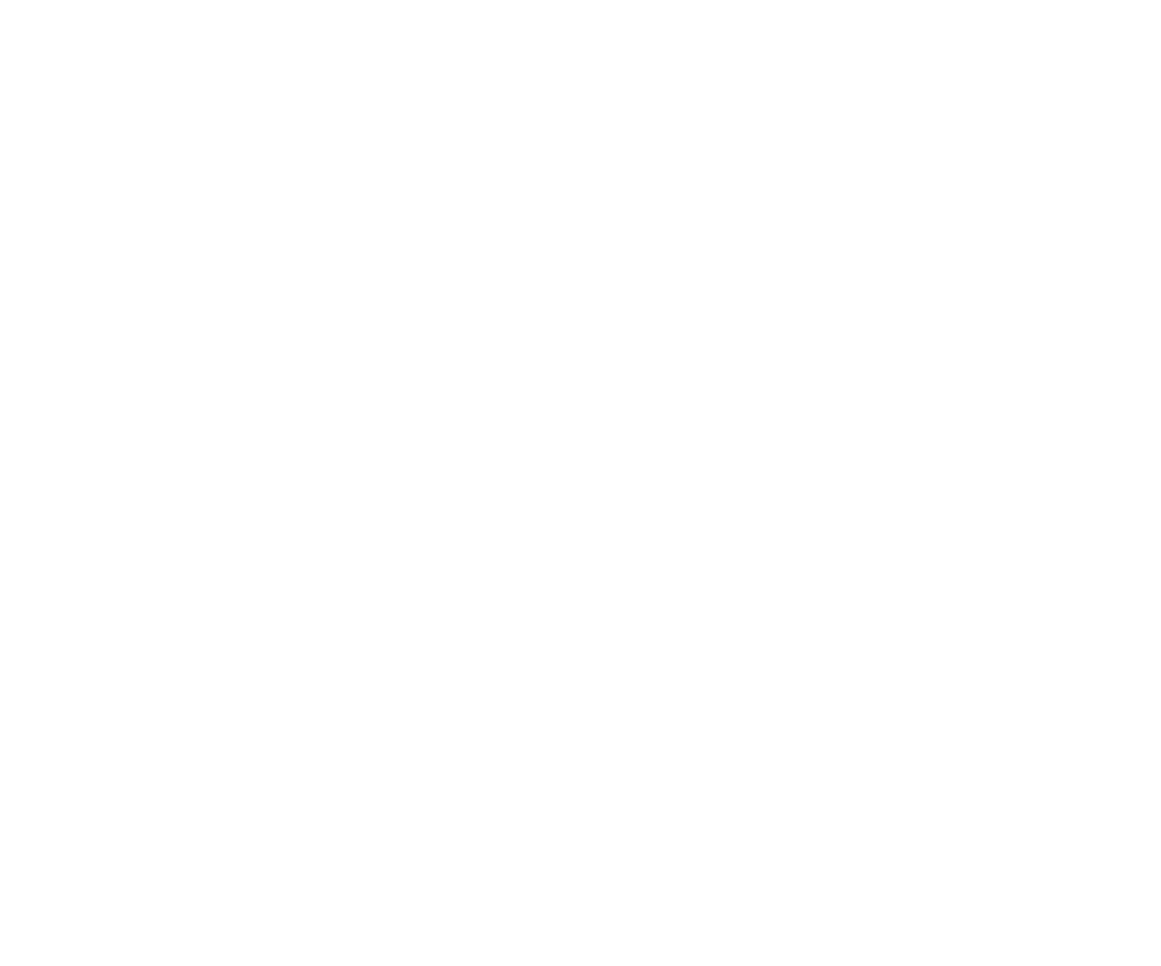
*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

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

*Master Certified MS Office 2003 MS Project MS Visio*

*MS SharePoint OneNote AdobePro*

*Document Design & Formatting Corel Draw Suite UML*

*Visio*

*Streamline Administrative Processes Database Improvements Data Tracking*

*Report Processes Project Management Task Management Goals Budgets Timelines GANTT Charts*

*Technical Writing Web Master Marketing Business Owner HTML CSS*

*JavaScript Perl VisualBasic.net*

*Product Design & Development WordPress*

*Notable Achievements & Skills*

* + Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
  + Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
  + Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

*Computer Skill Set*

* + Familiar with major PC office suites; SharePoint, Adobe
  + Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
  + Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
  + Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
  + Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

*Business Skill Sets*

* + - Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
    - Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
    - Work with Research and Analysis team to create reports to provide statistical data needed by senior management

*Experience \_*

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance May 2008-Present*

Senior Services Technician, Office Assistant II, Admin Clerk

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008 Sue’s Tiny Costumes [www.suestinycostumes.com](http://www.suestinycostumes.com/)

Business Owner & Webmaster Sept 1996-Present

*Education & Training*

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management Practice

*Sue Darby*

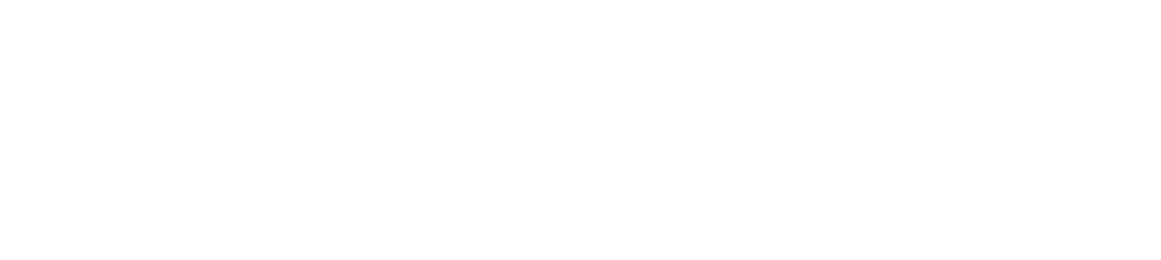
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***Sue Darby***

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

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***Software Skills***

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
    - Effectively explain ideas and information to both technical and managerial users
      * Explain many MS Office skills to others ensuring efficient application use
      * Write technical tutorials and processes for future staff reference
      * Write business document to correct errors and improve data results for public search tool
    - Manage social media accounts, website and marketing of patterns and books
      * Track marketing efforts to increase visitor conversion
    - Website design, development, including hand coded and Word Press based websites
    - Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting



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***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
      * Give input for final decisions
    - Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* + - Publish
      * 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
      * Technical instructions with drawn diagrams
      * Photography of final products
    - Develop and continually improve administrative and unit processes
      * Design and write tutorials, diagrams and hands on training methods
      * Contribute to formal policies during development phases
      * Design and format forms used internally and externally
      * Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

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    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present *State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance* Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

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*Nine Star Education & Employment*



2

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

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***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources

~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

|  |  |
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3

***Sue Darby***

Palmer, AK

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***Skills***

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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + - Design and implementation of projects:
      * “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
      * “Critical Incident Report Tracking” system and statistics generation
      * Implement final product to reveal compliance issues and regulatory issues
    - Streamline administrative processes, database improvements, data tracking and report processes
      * Research date & bates stamping equipment purchase to reduce administrative processing time
      * Develop and edit checklists to ensure applications processing efficiency
      * Develop note entry process to provide accurate data for weekly reporting processes
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***Management Achievements***

* + - Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications
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***Writing Achievements***

* + - Publish
      * 2 books, multiple articles and over 100 miniature and small doll patterns
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      * Contribute to formal policies during development phases
      * Design and format forms used internally and externally
      * Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
    - Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
    - Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* + - Reduce Management’s information systems data entry 50%; improved time management
    - Screen incoming applications to ensure completeness
      * Contact providers with list of missing materials
      * Provide technical assistance regarding requirements
      * Ensure correct application routing

***Experience***

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Alaskans for Palmer Hay Flats CCS Headstart

***Education***

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**3.85 GPA**

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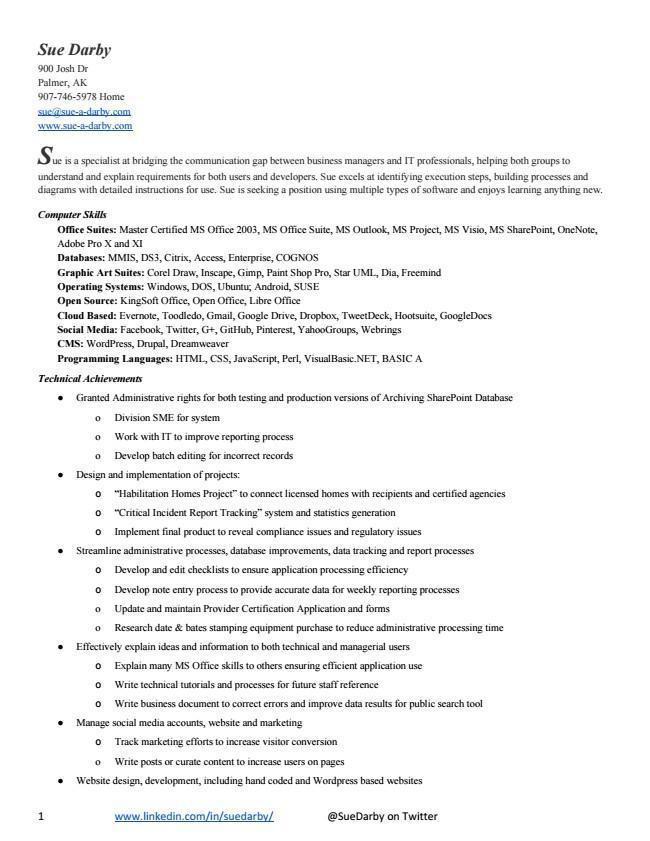
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***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

|  |  |
| --- | --- |
| * Technical Writing |  |
| * Project Management |
| * Statistics |
| * Research Methodologies |
| * Telecommunications |
| * Advanced Web Development |
| * Visual Basic.NET |
| * Business Law |
| * Contract Management |
| * Human Resources |
| * Operations Management |
| * Perl |
| * Marketing |
| * JavaScript |
| **Website Development and Design** |
| GNC Web Creations Online |
| **Business Marketing** |
| University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master** |
| Nine Star Education and Employment Anchorage, AK |
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| Introduction to Office 2007 State of Alaska | 2009 |



Sue Darby 900 Josh Dr Palmer, AK 907-746-5978 Home [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/) S

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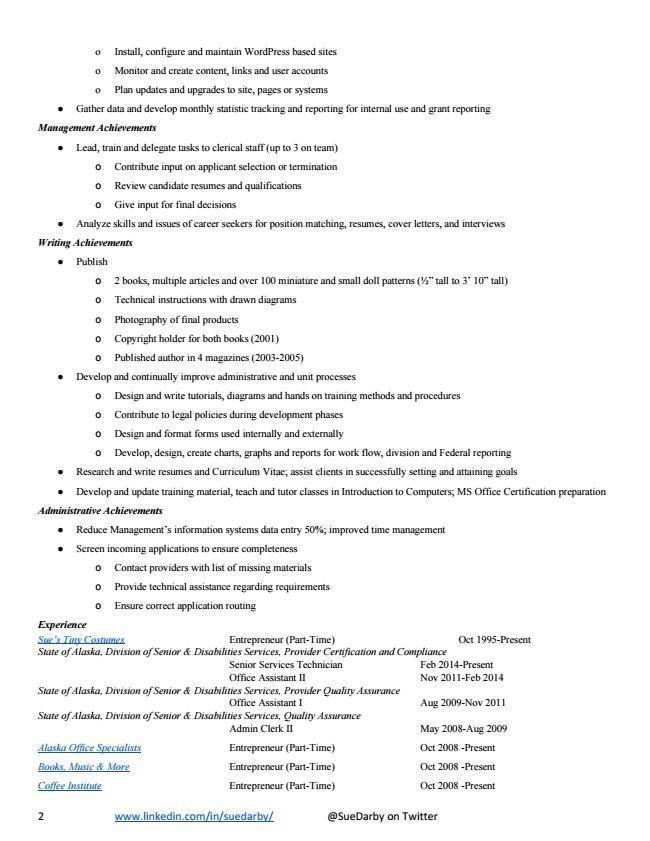
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***Technical Achievements***

* Granted Administrative rights for both testing and production versions of Archiving SharePoint Database
* Division SME for system
* Work with IT to improve reporting process o Develop batch editing for incorrect records
* Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies o “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
* Streamline administrative processes, database improvements, data tracking and report processes o Develop and edit checklists to ensure application processing efficiency
* Develop note entry process to provide accurate data for weekly reporting processes o Update and maintain Provider Certification Application and forms
* Research date & bates stamping equipment purchase to reduce administrative processing time
* Effectively explain ideas and information to both technical and managerial users o Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
* Manage social media accounts, website and marketing o Track marketing efforts to increase visitor conversion
* Write posts or curate content to increase users on pages
* Website design, development, including hand coded and Wordpress based websites

1. [www.linkedin.com/in/suedarby/](http://www.linkedin.com/in/suedarby/) @SueDarby on Twitter



* Install, configure and maintain WordPress based sites
* Monitor and create content, links and user accounts o Plan updates and upgrades to site, pages or systems
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and

qualifications o Give input for final decisions

* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* Publish
* 2 books, multiple articles and over 100 miniature and small doll patterns (1⁄2” tall to 3’ 10” tall) o Technical instructions with drawn diagrams
* Photography of final products
* Copyright holder for both books (2001)
* Published author in 4 magazines (2003-2005)
* Develop and continually improve administrative and unit processes
* Design and write tutorials, diagrams and hands on training methods and procedures o Contribute to legal policies during development phases
* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully setting and attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

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* Screen incoming applications to ensure completeness o Contact providers with list of missing materials
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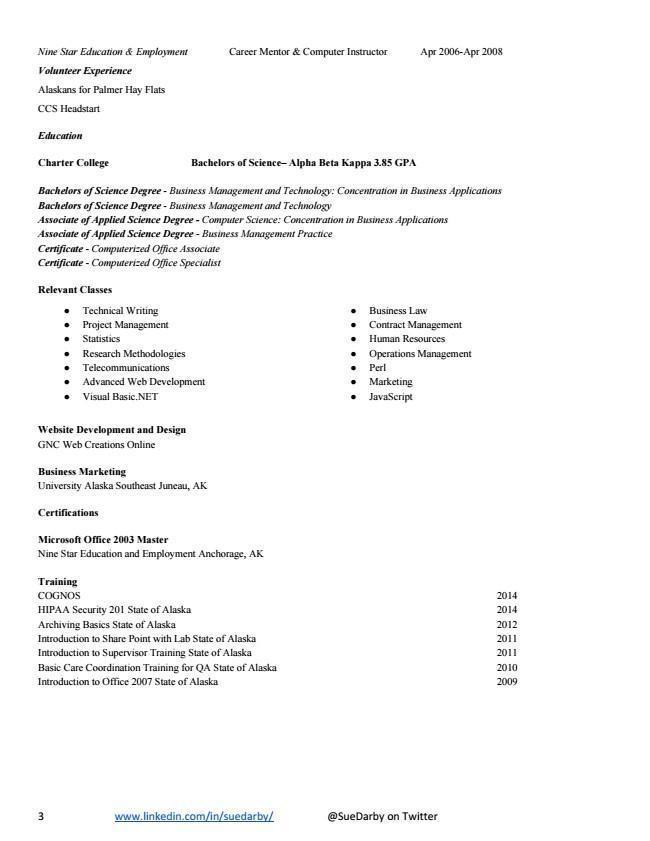
*Division of Senior & Disabilities Services, Provider Quality Assurance*

*Office Assistant I Aug 2009-Nov 2011 State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Aug 2009

Alaska Office Specialists Entrepreneur (Part-Time) Oct 2008 -Present Books, Music & More Entrepreneur (Part-Time) Oct 2008 -Present Coffee Institute Entrepreneur (Part-Time) Oct 2008 -Present

1. [www.linkedin.com/in/suedarby/](http://www.linkedin.com/in/suedarby/) @SueDarby on Twitter



Nine Star Education & Employment Career Mentor & Computer Instructor Apr 2006-Apr 2008

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Alaskans for Palmer Hay Flats CCS Headstart

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***Sue Darby***

Palmer, AK

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***Technical Achievements***

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**Relevant Classes**

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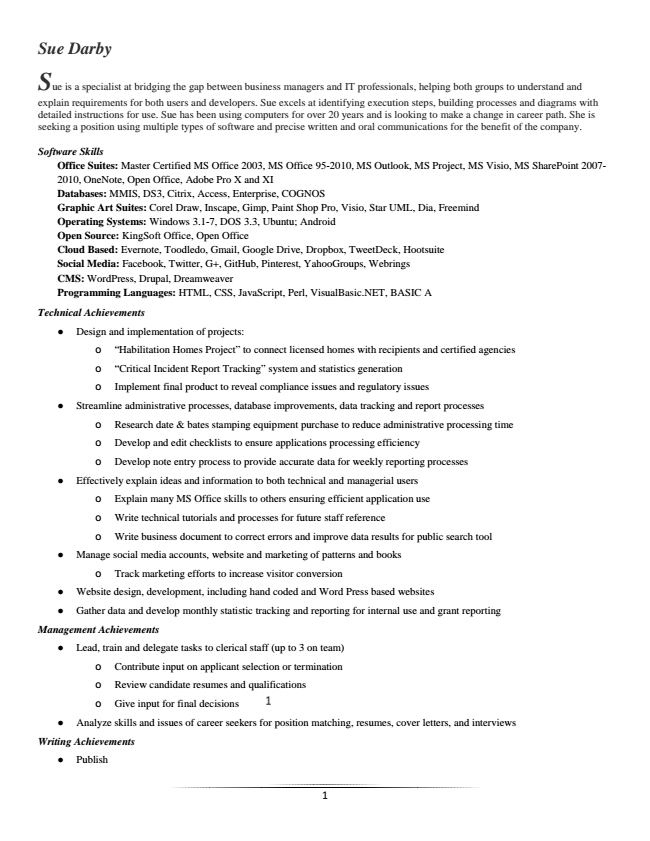
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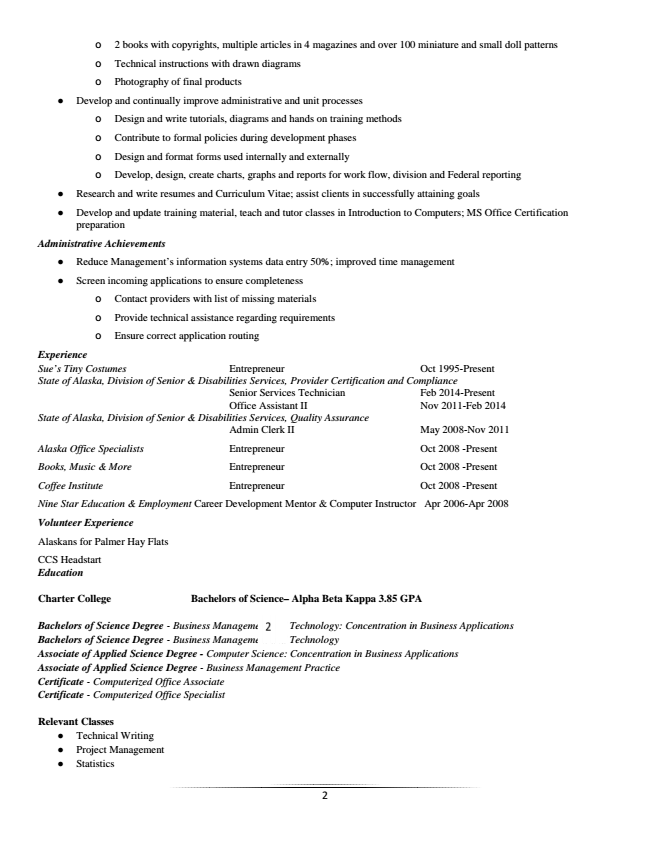
***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination
* Review candidate resumes and qualifications o Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* Publish

1



* 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
* Technical instructions with drawn diagrams o Photography of final products
* Develop and continually improve administrative and unit processes o Design and write tutorials, diagrams and hands on training methods o Contribute to formal policies during development phases
* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness o Contact providers with list of missing materials
* Provide technical assistance regarding requirements o Ensure correct application routing

*Experience Sue’s Tiny Costumes Entrepreneur Oct 1995-Present State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

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Admin Clerk II May 2008-Nov 2011

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Senior & Disabilities Services, Quality Assurance

Nine Star Education & Employment Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart Education

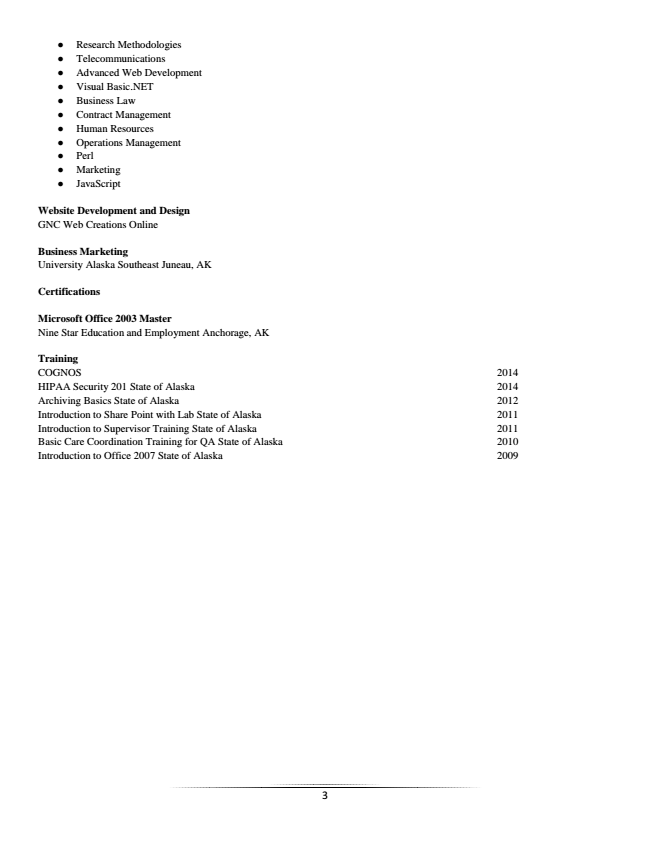
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**Relevant Classes**

* Technical Writing
* Project Management
* Statistics

2



* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Website Development and Design GNC Web Creations Online** Business Marketing University Alaska Southeast Juneau, AK **Certifications**

Microsoft Office 2003 Master Nine Star Education and Employment Anchorage, AK

Training COGNOS 2014 HIPAA Security 201 State of Alaska 2014 Archiving Basics State of Alaska 2012 Introduction to Share Point with Lab State of Alaska 2011 Introduction to Supervisor Training State of Alaska 2011 Basic Care Coordination Training for QA State of Alaska 2010 Introduction to Office 2007 State of Alaska 2009

3

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***Software Skills***

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**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Streamline administrative processes, database improvements, data tracking and report processes
* Research date & bates stamping equipment purchase to reduce administrative processing time
* Develop and edit checklists to ensure applications processing efficiency
* Develop note entry process to provide accurate data for weekly reporting processes
  + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
  + Manage social media accounts, website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites
  + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or termination o Review candidate resumes and qualifications

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* + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews



1

***Writing Achievements***

* + Publish
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* Technical instructions with drawn diagrams
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* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
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* + Reduce Management’s information systems data entry 50%; improved time management
  + Screen incoming applications to ensure completeness
* Contact providers with list of missing materials
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***Experience***

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***Certificate*** *- Computerized Office Associate*



2

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

|  |  |
| --- | --- |
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| * Project Management |
| * Statistics |
| * Research Methodologies |
| * Telecommunications |
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| * Visual Basic.NET |
| * Business Law |
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* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
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* Provide technical assistance regarding requirements
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***Sue Darby***

907-746-5978 Home

907--355-3750 Cell

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***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with certified agencies
  + Additional information entered for Day Habilitation providers
    - Ongoing maintenance and reporting of connecting homes
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Administrator of Division Archiving SharePoint as well as subject matter expert for system

o Records retention subject matter expert

* + Streamline administrative processes, database improvements, data tracking and report processes
* Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
* Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o Develop note entry process to provide accurate data for weekly reporting processes
  + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
* Provide information to help other divisions with efforts to share data
  + Manage social media accounts, website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites

o Write and edit HTML, CSS, JavaScript and PHP

* + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff
* Contribute input on applicant interviews, selection or termination
* Review candidate resumes and qualifications
* Give input for final decisions
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    - Marketing
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**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
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**Certifications**

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COGNOS 20

14

HIPAA Security 201 State of Alaska Archiving Basics State of Alaska

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***Technical Achievements***

* + Design and implementation of projects:
* “Habilitation Homes Project” to connect licensed homes with certified agencies
  + Additional information entered for Day Habilitation providers
    - Ongoing maintenance and reporting of connecting homes
* “Critical Incident Report Tracking” system and statistics generation
* Implement final product to reveal compliance issues and regulatory issues
  + Administrator of Division Archiving SharePoint as well as subject matter expert for system

o Records retention subject matter expert

* + Streamline administrative processes, database improvements, data tracking and report processes
* Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
* Research date & bates stamping equipment purchase to reduce clerical and administrative processing time o Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o Develop note entry process to provide accurate data for weekly reporting processes
  + Effectively explain ideas and information to both technical and managerial users
* Explain many MS Office skills to others ensuring efficient application use
* Write technical tutorials and processes for future staff reference
* Write business document to correct errors and improve data results for public search tool
* Provide information to help other divisions with efforts to share data
  + Manage social media accounts, website and marketing of patterns and books

o Track marketing efforts to increase visitor conversion

* + Website design, development, including hand coded and Word Press based websites

o Write and edit HTML, CSS, JavaScript and PHP

* + Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* + Lead, train and delegate tasks to clerical staff
* Contribute input on applicant interviews, selection or termination
* Review candidate resumes and qualifications
* Give input for final decisions
  + Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
  + Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* + Develop and continually improve processes
* Design and write tutorials, diagrams and hands on training methods
* Contribute to formal policies during development phases
* Design and format forms used internally and externally
* Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
  + Publish
* 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
* Technical instructions with drawn diagrams
* Photography of final products
  + Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
  + Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor

***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart

Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* + - Technical Writing
    - Project Management
    - Statistics
    - Research Methodologies
    - Telecommunications
    - Advanced Web Development
    - Visual Basic.NET
    - Business Law
    - Contract Management
    - Human Resources
    - Operations Management
    - Perl
    - Marketing
    - JavaScript

**Self Paced Studies**

* + - Java

**Learnable Courses**

* + - HTML 5
    - CSS
    - JavaScript
    - PHP MYSQL
    - Web design

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

**Certifications**

**Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

**Training**

COGNOS

2014

HIPAA Security 201 State of Alaska Archiving Basics State of Alaska

2012

2014

Introduction to Share Point with Lab State of Alaska 2011

Introduction to Supervisor Training State of Alaska 2011

Basic Care Coordination Training for QA State of Alaska 2010

Introduction to Office 2007 State of Alaska 2009

***Sue Darby***

907-746-5978 Home

907-707-5654 Mobile

[www.sue-a-darby.com](http://www.sue-a-darby.com/) [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

@suedarby Linkedin/suedarby

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your team.

**Achievements**

* Develop unit SharePoint to track internal errors, providing report to management for team development and training
* Works with IT and Research and Analysis teams on main database functionality; thus improving the connecting of subcontractors to certified agencies
  + Works closely with the SharePoint development team to ensure Archiving site calculates correct retention as per regulations
* Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files sent to Archiving

**Computer Skill Set**

* Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
* Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ certification
* Programming languages such as HTML, CSS, JavaScript, VB,net in addition to MySQL, and SQL based databases
* Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Business Skill Sets**

* Technical writing including; office procedures, project requirements and proposals, drafting patterns
* Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management
* Organization and logistics

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb

2014

Admin Clerk II May 2008-Nov

2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

*Sue’s Tiny Costumes*

Entrepreneur/Webmaster Oct 1995-Present

***Education***

**Charter College Alpha Beta Kappa June 2009**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications Business Management Practice

***Certificate***

Computerized Office Associate Computerized Office Specialist

***MS Office Master Certification***

***Continuing Education Subjects (Complete and in progress)***

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law, Contract Management, Human Resources, Operations Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification, Android Development

***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

***Sue Darby***

907-746-5978 Home

907-707-5654 Mobile

[www.sue-a-darby.com](http://www.sue-a-darby.com/) [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

@suedarby Linkedin/suedarby

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***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-Present

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***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

***Sue Darby***

907-746-5978 Home 907-707-5654

Mobile

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***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

**Achievements**

* Work closely with SharePoint development team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
* Develop unit SharePoint to track internal errors, providing report to management for team development and training
* Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

**Computer Skill Set**

* Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administrator), Adobe and Open Source options. Certified in MS Office.
* Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL, and SQL based databases
* Clout and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Business Skill Sets**

* Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
* Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management

***Experience (Full-Time)***

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb

2014-Present

Office Assistant II Nov

2011-Feb 2014

Admin Clerk II May

2008-Nov 2011

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

*Sue’s Tiny Costumes, Alaska Office Specialists, Books, Music & More*

Entrepreneur/Webmaster Oct

1995-Present

***Education***

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications Business Management and Technology

***Associate of Applied Science Degree***

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***Training***

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Share Point with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

Bullet Point Skills

“Critical Incident Advanced Web Development “Habilitation Hom Budgets Timelines GANTT Charts 2 books with copyBusiness Law

Administrator of DCMS: WordPress, Drupal, Dreamweaver Aid students in pr CSS

Analyze skills & is Database Improvements Data Tracking

Answer student q Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS Assess clients for barriers & brainstorm ways to overcome them

Attend meetings & seminars to obtain information for use in training programs Attend staff conferences to provide management with information & proposals

Cloud and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media Cloud Based: Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Sharepoint with Lab, Introduction to Superv Collect & analyze data on customer needs, & buying habits to identify potential markets

Conduct job-matching to find good fit between clients & hiring companies Contact providers with list of missing materials

Contract Management

Contribute input on applicant interviews, selection or termination Contribute to formal policies during development phases

Convert New Provider Certification Application to fill in PDF for public use with Adobe Pro XI Copyright holder for both books (2001)

Create templates used for generating reports & statistics

Creation and technical writing for 100 miniature & small doll patterns Critical Incident Report Tracking” system and statistics generation Curriculum development & delivery of online classes

Data and statistical skills including combining reports to provide data to management on processes, number Databases: MMIS, DS3, Citrix, Access, Enterprise, COGNOS, MYSQL, PHPMyAdmin, CPanel Graphic Art S Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and t Design and format forms used internally and externally (Provider Certification Form and Provider Certificatio Design and implementation of projects: “Habilitation Homes Project” to connect licensed homes with certified Design and write tutorials, diagrams and hands on training methods and procedures o Contribute to legal pol Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written p

Design improved file & labeling system, archive process, electronic file system, document naming structure, Design improved filing & labeling system, archive process, electronic file system, document naming structure Design improved filing & labeling system, archive processes, electronic file system, document naming struct Design, build, & maintain web sites, using ethical search engine marketing techniques

Design, develop, & market products and services

Determine training needs of students or workers adapt teaching style based on visual, auditory or tactile lear Develop & deliver distance education curriculum to special needs students

Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certificatio Develop and continually improve administrative and unit processes

Develop and continually improve processes

Develop and edit checklists to ensure applications processing efficiency

Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certifi Develop curricula, & plan course content & methods of instruction

Develop note entry process to provide accurate data for weekly reporting processes

Develop note entry process to provide accurate data for weekly reporting processes o Update and maintain

Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final prod Develop plan to create database connections for previously invisible information working with management & Develop process for archival & offsite storage of files including training materials & procedure development Develop unit SharePoint to track internal errors, processes and applications; providing report to managemen Develop unit SharePoint to track internal errors, providing report to management for team development and t Develop web site maps, & page templates that meet project goals

Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting Develop, design, create charts, graphs and reports for work flow, division and Federal reporting

Direct clients to appropriate resources & assist clients in their use of outside assistance Division SME for system

Document Design & Formatting Corel Draw Suite

Draft & edit resumes, cover letters & other business correspondence Effectively explain ideas & information to both technical & non-technical users

Effectively explain ideas and information to both technical and managerial users

Effectively explain ideas and information to both technical and managerial users o Explain many MS Office s Ensure correct application routing

Establish & maintain relationships with businesses to stay abreast of hiring needs Establish positive & consistent customer relations

Explain many MS Office skills to others ensuring efficient

Explain many MS Office skills to others ensuring efficient application use

Familiar with all major PC Based office suites including additional items such as Visio, SharePoint (Administr Familiar with all major PC office suites; Visio, SharePoint (Site Administrator), Adobe and Open Source optio Familiar with major PC office suites; SharePoint, Adobe

Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting Gather data on competitors and analyze their prices, sales, & method of marketing & distribution Generate ad hoc and regular reports on count and status of providers correcting data entry as needed Give input for final decisions

Granted Administrative rights for both testing and production versions of Archiving SharePoint Database Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

Human Resources

Implement final product to reveal compliance issues and regulatory issues Input confidential client information into File Maker Pro via Citrix

Install, configure and administrate multiple WordPress based websites, SharePoint site administrator Install, configure and maintain WordPress based sites

Interview applicants to obtain information on work history, training, education, & job skills JavaScript

JavaScript Perl

Keep up with developments in area of expertise by reading current books & articles Knowledgeable in several computer programming languages, HTML, CSS, Visual Basic.NET Lead, train and delegate tasks to clerical staff

Lead, train and delegate tasks to clerical staff (up to 3 on team)

Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or t Lead, train and delegate tasks to clerical staff (up to 3 on team) o Contribute input on applicant selection or t Level one PC troubleshooting, printer maintenance, backup tapes and file management; working towards A+ Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marke Manage social media accounts, website and marketing o Track marketing efforts to increase visitor conversi Manage social media accounts, website and marketing of patterns and books

Marketing

Master Certified MS Office 2003 MS Project Measure & assess customer satisfaction

Measure the effectiveness of marketing, advertising, & communications programs & strategies

Monitor and create content, links and user accounts o Plan updates and upgrades to site, pages or systems Monitor industry statistics & follow trends in trade literature or online

Monitor, evaluate, & record training activities & program effectiveness Monthly statistic tracking & reporting for internal use & grant reporting

MS SharePoint OneNote AdobePro MS Visio

Observe work to determine progress, provide feedback, & make suggestions for improvement Offer specific training programs to help workers maintain or improve job skills

Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS S Office Suites: Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Ope Open Source: KingSoft Office, Open Office

Operating Systems: Windows 3.1-7, DOS 3.3, Ubuntu; Android Operations Management

Organization and logistics

Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & f Perl

Photography of final products

Present lectures & conduct discussions to increase knowledge & competence Product Design & Development WordPress

Proficient in the use of various resources to research topics pertinent to business or employment Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determin Project Management

Provide data input and oversight of volunteers and staff, processing and completing over 160 sq feet of files Provide information to help other divisions with efforts to share data

Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person Provide technical assistance regarding requirements

Provide technical assistance regarding requirements o Ensure correct application routing Publish

Publish 2 books with copyrights, multiple articles, technical instructions with drawn diagrams

Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Published author in 4 magazines (2003-2005)

Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress) Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “In Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “In Records retention subject matter expert

Reduce Management’s information systems data entry 50%; improved time management Report Processes Project Management Task Management Goals

Research & write business, marketing & merchandising plans

Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals

Research and write resumes and Curriculum Vitae; assist clients in successfully setting and attaining goals Research date & bates stamping equipment purchase to reduce administrative processing time

Research date & bates stamping equipment purchase to reduce clerical and administrative processing time Research Methodologies

Review candidate resumes and qualifications

Review candidate resumes and qualifications o Give input for final decisions Review financial statements, sales & activity reports

Savvy with planning & marketing ideas for businesses Screen incoming applications to ensure completeness

Screen incoming applications to ensure completeness o Contact providers with list of missing materials Seek & provide information to help companies determine their position in the marketplace

Set project goals, determine risks, prepare contingency plan & timeline for achievement

Skilled in the use of Microsoft Office Suite, Project 2003, Dreamweaver, Corel Draw, File Maker Pro Social Media: Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

Statistics

Streamline Administrative Processes

Streamline administrative processes, database improvements, data tracking and report processes Streamline administrative processes, database improvements, data tracking and report processes o Develop

Streamline administrative processes, database improvements, data tracking and report processes o Resear Streamlined Management Information Systems input, reduced time consumption by 50%

Sue is a specialist at bridging the gap between business managers and IT professionals, helping both group Sue is a specialist at bridging the gap between business managers and IT professionals, helping both group Sue is a specialist at bridging the gap between business managers and IT professionals, helping both group Sue is a specialist at bridging the gap between business managers and IT professionals, helping both group Sue is a specialist at bridging the gap between management and IT professionals, ensuring understanding o Team Lead for multiple volunteers; trained and delegated duties as needed

Technical instructions with drawn diagrams Technical Writing

Technical writing including instructions for sewing patterns, office procedures, published author, project requi Technical writing including; office procedures, project requirements and proposals, drafting patterns Technical Writing Web Master Marketing Business Owner HTML

Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Telecommunications

Track marketing efforts to increase visitor conversion UML

Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports o Visio

Visual Basic.NET

Website design, development, & marketing including hand coded & Word Press based websites Website design, development, & marketing; WordPress, HTML & CSS based sites

Website design, development, including hand coded and Word Press based websites

Work closely with Research and Analysis team to create reports to provide statistical data needed by senior Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, pr Work with IT and Research and Analysis teams to improve main database functionality for connecting subco Work with IT to improve reporting process o Develop batch editing for incorrect records

Work with Research and Analysis team to create reports to provide statistical data needed by senior manage Works with IT and Research and Analysis teams on main database functionality; thus improving the connect Write and edit HTML, CSS, JavaScript and PHP

Write business document to correct errors and improve data results for public search tool Write posts or curate content to increase users on pages

Write technical tutorials and processes for future staff reference

platforms.

isor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

s of providers of certain services and tracking of processes

uites: Corel Draw, Inkscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind Operating Systems: Win emplates; train professional staff in use

n Application)

agencies Additional information entered for Day Habilitation providers Ongoing maintenance and reporting o icies during development phases

rocesses; gather information, develop content including graphics, proofread & edit technical documents letter template editing & standardization

, letter template editing & standardization

ure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal re

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n preparation

cation preparation

Provider Certification Application and forms

uction of hardcopy & electronic products IT

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kills to others ensuring efficient application use

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ermination o Review candidate resumes and qualifications certification

ting of patterns and books on

harePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI n Office, Adobe Pro X and XI, KingSoft Office, Open Office

orms

databases

e what providers are providing Habilitation services and to which clients. Currently this link between certified sent to Archiving

Miniature”

ternational Doll Magazine”, “Doll Castle News”, “Dolls, Bears &

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* Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming o

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dows 3.1-7, DOS 3.3, Ubuntu; Android

f connecting homes

ports; UML diagrams, translate into written processes

agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensur

Develop note entry process to provide accurate data for weekly reporting processes

ure applications processing efficiency

steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Tech steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using mul steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using mul ent resource for your company.

Management, Perl, Marketing, Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Develop

e health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Hom

nical Writer or a business communications position where she can use her skills with multiple types of softwa over 20 years and is looking to make a change in career path. She is seeking a position using multiple types tiple types of software and precise written and oral communications for the benefit of the company in the bea tiple types of software and precise written and oral communications for the benefit of the company.

ment with Unity and C#, A+ Certification, Android Development

e & Community Based Waiver Program

re and precise written and oral communications for the benefit of the company.

of software and precise written and oral communications for the benefit of the company.

utiful Palmer or Wasilla area of Alaska. Sue is also available as a Virtual Administrative Assistant for your bus

iness.

**Resume Bullet Skills**

* + Wikipedia editor and author
  + On the sidebar add pothole dodging
  + Expand on this list of skills combining and moving them around as needed to be used for resume bullets and cover letters along with blog posts
  + AdobePro document manipulation including merges, splits and workflows
  + Data Tracking in Excel
  + COGNOS report building and data tracking
  + Database Improvements
  + HIPAA confidentiality of mail outs during prep for mailings before a provider is sanctioned
  + Report Processes
  + OneNote
  + Office 2010
  + Document Design
  + Corel Draw Suite
  + Budgets
  + Archiving Basics
  + Goal setting talk about Battle Plan
  + Visio
  + Supervisor Training
  + SharePoint
  + Product Design & Development
  + MS Visio
  + Marketing
  + JavaScript
  + HTML
  + GANTT Charts
  + Document Formatting
  + Project Management
  + CSS
  + Business Owner
  + Task Management
  + Technical Writing
  + Timelines
  + UML
  + Perl
  + [VisualBasic.NET](http://visualbasic.net/)
  + Web Master
  + WordPress

●

**Resume Bullet Skills**

* + Wikipedia editor and author
  + On the sidebar add pothole dodging
  + Expand on this list of skills combining and moving them around as needed to be used for resume bullets and cover letters along with blog posts
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  + Report Processes
  + OneNote
  + Office 2010
  + Document Design
  + Corel Draw Suite
  + Budgets
  + Archiving Basics
  + Goal setting talk about Battle Plan
  + Visio
  + Supervisor Training
  + SharePoint
  + Product Design & Development
  + MS Visio
  + Marketing
  + JavaScript
  + HTML
  + GANTT Charts
  + Document Formatting
  + Project Management
  + CSS
  + Business Owner
  + Task Management
  + Technical Writing
  + Timelines
  + UML
  + Perl
  + [VisualBasic.NET](http://visualbasic.net/)
  + Web Master
  + WordPress

●

The purpose of this spreadsheet is to collect to pieces needed to mail merge a resume based on choices for each job. Choosing various parts based on the descriptions and needs of each posting. Some pieces can be used for cover letters as well.

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to

I am a specialist at bridging the gap between business managers and IT

I am passionate about helping people do tasks more efficiently and am

I am looking for programming work using the variety of languages I know

I am looking for opportunities in the Mat-Su Valley of Alaska or Anchorage, Get to know me via [www.sue-a-darby.com](http://www.sue-a-darby.com/) and my network of websites I Please be specific as to what I can do for you as a contact or what you

Technical Writing Business Process Design Writing

CSS

Strategic Planning Databases Management Teaching

Team Building SEO

Business Analysis Problem Solving Analysis

Process Improvement SharePoint WordPress

Editing

Team Leadership Event Management Marketing

Data Analysis Project Planning HTML

Training

Web Development Quality Assurance Research Dreamweaver

Social Media Marketing Documentation

Human Resources Software Documentation Programming

Project Management Web Design

Content Management Time Management Troubleshooting

Star UML

Master Level MS Office

The purpose of this spreadsheet is to collect to pieces needed to mail merge a resume based on choices for each job. Choosing various parts based on the descriptions and needs of each posting. Some pieces can be used for cover letters as well.

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs t

o the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and

diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way t

o solve problems.

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Professional Profile

**Objective**

To obtain a professional career that will allow me to use my strong organizational skills and my ability to work well with people.

**Personal Profile**

Seeking a permanent career working in a well established agency, I am motivated and determined to train and learn more to advance to higher positions. With a strong customer service history, I will excel within a busy office and with high client interactions.

**Skills Summary**

* Business Procedures
* Data Entry and proper filing procedures
* Demonstrated accurate accounting procedures for all money operations and banking transactions
* Faxing, scanning, large print jobs
* Microsoft Office proficient – Word, Outlook, Excel
* Great Customer service while multi- tasking job assignments
* Accurate Records and Data Management
* Typing 85 WPM

Professional Experience

**State of Alaska – Anchorage, AK October 2013 – Present**

* + **Office Assistant II**, process mail, date stamp incoming documents, check in applications, pre- screen packets, large mail out projects, review agency files, scan provider files to network, office product orders, BCU Variance notices, answer main phone, scheduling and reserving vehicles and conference rooms.

**Denali Alaskan Federal Credit Union – Anchorage, AK August 2012 – May 2013**

* + **Records Management Specialist II**, scan and index member files and loan documents, ability to keep confidentiality a priority in member and employee records. OnBase, CRM, FSP, and Mobile Asset trained.

**Cook Inlet Housing Authority – Anchorage, AK February 2012 – August 2012**

* + **Administrative Assistant**, customer service, data entry, inventory tracking, database entries, records management and proper filing procedures, incoming and outgoing mail, first point of contact.

**Advance Til’ Payday – Anchorage, AK – September 2007 – February 2008**

**Customer Service Representative**, customer service, cash handling, basic office procedures, data entry, records management, scanning, faxing, copy documents, bank deposits.

644 Pearl Drive ↱ Anchorage, AK 99518 ↱ 907-360-1318 ↱ [megan.conner12@yahoo.com](mailto:megan.conner12@yahoo.com)

[](mailto:megan.conner12@yahoo.com)

●

Education

CAREER ACADEMY – Anchorage, AK

3.43 GPA – 42 Semester Credits, Business Office Technology, 2010

PERS – Galena, AK

3.5 GPA – High School Diploma, 2004

References

**Deb Waits**

Chalmers Support Services Heflin, AL

(256) 748-2100 Home

(256) 201-6450 Cell

**Former Corporate Manager**

[WaitsD@hotmail.com](mailto:WaitsD@hotmail.com)

**Michele Robertson**

Cook Inlet Housing Authority 3510 Spenard Road, Suite 100

Anchorage, AK 99503

(907) 793-3022

**Former Supervisor**

[MRobertson@cookinlethousing.org](mailto:MRobertson@cookinlethousing.org)

**Linda Woods**

Cook Inlet Housing Authority 3510 Spenard Road, Suite 100

Anchorage, Alaska 99503

(907) 793-3000

**Former Office Manager**

[LWoods@cookinlethousing.org](mailto:LWoods@cookinlethousing.org)

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[](mailto:megan.conner12@yahoo.com)

**Tamera Kreinhop** Advance Til’ Payday 6006 Miley Drive

Anchorage, AK 99504

(907) 360-3527

**Former Co-Worker**

[Tamera.Kreinhop@gmail.com](mailto:Tamera.Kreinhop@gmail.com)

**Kim Burton**

State of Alaska

3601 C Street, Suite 410

Anchorage, AK 99503

(907) 269-3657

**Former Co-Worker**

[Kimberly.Burton@alaska.gov](mailto:Kimberly.Burton@alaska.gov)

**Heidi Dunlap**

NorthStar Gas

7710 Rovenna Street

Anchorage, AK 99518

(907) 301-1167

**Former Co-Worker**

[heidiandmike@alaska.net](mailto:heidiandmike@alaska.net)

644 Pearl Drive ↱ Anchorage, AK 99518 ↱ 907-360-1318 ↱ [megan.conner12@yahoo.com](mailto:megan.conner12@yahoo.com)

Skills

Business Management

* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
* Team Lead for up to 3 volunteers
* Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
* Collect & analyze data on customers to identify potential markets
* Research & write business, marketing, & merchandising plans
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Project management including task management, goals, timelines and GANTT Charts

Marketing

* Search engine submission, classified ad placement, online groups marketing where appropriate.
* Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
* Develop advertising for various business websites
* Write marketing plans for businesses

Web Site Development

* Web site design & maintenance
* Install & maintain WordPress sites
* Troubleshoot hosting issues
* Write & post various articles or pages on multiple sites
* Manage & update up to 16 sites & blogs
* Track keywords, visitors & other analytical data for each site
* Proficient in white hat SEO techniques

Computers

* Communicates effectively with both technical & non-technical users
* Software & hardware user support
* Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
* Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
* Create templates to generate reports
* Input client data & statistics into database
* Develop Statistics report for use in grants
* Develop training materials for various processes, present to co-workers & management
* Design charts & graphs for Department, State & Federal reports
* Provide team with weekly charts showing application processing status
* Design, develop & maintain multiple websites & blogs
* Manage two group e-mail boxes in addition to primary & secondary inbox

Software & Programming

* HTML, CSS, WordPress
* Javascript, Visual basic, BASIC A, Perl
* Corel Draw, Inscape, Gimp, Paint Shop Pro
* MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
* Visio, Star UML, Dia,
* Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
* HTML, CSS, Visual Basic, JavaScript, Perl
* Chrome, Firefox, Opera, Internet Explorer
* File Maker Pro, Citrix, Dreamweaver

Administrative

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public
* Process all incoming mail & any special handling for outgoing mail
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness & updating databases as required
* Responsible for the CPR & First Aid training waivers processing
* Monitor compliance with the new requirements for training
* Backup for receptionist; dealing with callers in crisis or seeking information
* Provide technical assistance within scope of Quality Assurance, Provider Certification
* Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)
* Develop specific process for processing archival & offsite storage of files
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Adjust workflow to complete critical tasks in a timely manner
* Procurement of supplies for equipment & team

Career Development

* Confer with clients to determine what program will be most helpful
* Assess clients for barriers & brainstorm ways to overcome them
* Draft & edit resumes, cover letters & other business correspondence
* Conduct job-matching to find good fit between clients & hiring companies
* Direct clients to appropriate resources & assists clients in their use of outside assistance

Creative

* Assist with craft projects in a school & camp setting
* Develop classes & teach as a Camp Counselor for elementary & Jr High students
* Design display cards for St Louis Miniatures Museum display September 2003.
* Design Library Cards for the Miniature Doll University.

Writing- Business, Creative & Technical

* Graphic art
* Studio style photography
* Seamstress
* Author of 2 published books, Pattern Drafting for Miniatures & Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News Dolls, Bears & Anywears, & Dolls In Miniature
* Develop over 100 miniature & small doll patterns
* Proofread for grammar, style, content & spelling
* Grant writing based on data, knowledge & interviews with SMEs
* Follow guidelines for APA term papers
* Maintain records of files & version controls
* Policy & procedure development

Teaching

* Provide additional adult supervision & support to 20+ student pre-school classroom
* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting
* Develop class curriculum
* Teach computer classes to adults
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Distance Education Teacher for pattern drafting classes
* Yard duty including maintaining observation of rules by youngsters
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills



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Pro Graphic Art Suites: Corel Draw

* Operating Systems: Windows, Linux, DOS
* Programming Languages: HTML, CSS,

JavaScript, VB.net

907-746-5978 [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

907-355-3750 [www.sue-a-darby.com](http://www.sue-a-darby.com/)

***Sue Darby***

B.S. Business Management & Information Technology

* 1. Business Management Practice Alpha Beta Kappa

Microsoft Office Master

***My skills can help you bridge the gap...***

* + - Effectively explain ideas & information to both

technical & managerial users

* + - Analyze & develop processes
    - Develop charts, graphs, & training UMLs
    - Technical writing
    - Office Suites: MS Office, Project, Visio, Adobe

Pro Graphic Art Suites: Corel Draw

* + - Operating Systems: Windows, Linux, DOS
    - Programming Languages: HTML, CSS,

JavaScript, VB.net

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**Summary**

Sue Darby

[**sue@sue-a-darby.com**](mailto:sue@sue-a-darby.com)[**www.sue-a-darby.com**](http://www.sue-a-darby.com/)

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use. I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.

**Skills**

* Technical Writing • Business Analysis • Data Analysis • Human Resources
* Business Process Design • Problem Solving • Project Planning • Software Documentation
* Writing • Analysis • HTML • Programming
* CSS • Process Improvement • Training • Project Management
* Strategic Planning • SharePoint • Web Development • Web Design
* Databases • WordPress • Quality Assurance • Content Management
* Management • Editing • Research • Time Management
* Teaching • Team Leadership • Dreamweaver • Troubleshooting
* Team Building • Event Management • Social Media Marketing • Star UML
* SEO • Marketing • Documentation • Master Level MS Office

**Experience**

***iA3***



***State of Alaska***

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer.

Senior Services Technician 02 /2014-Present

* + Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development •Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II 05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

***Nine Star Education & Employment Services***



**Education**

***Charter College***

* Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Bachelors/Associates , Business Management Practice & Office Applications 2006-2009 Dean's List, Alpha Beta Kappa

**Interests**

Space, Science, Technology, Programming, Technical Writing, Web Master, Marketing, Business Owner, Photography, Sewing, Pattern Making

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

*Profile*

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*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

Sue i s a speci al i st at br i dgin g th e gap betw een busin ess m an ager s an d I T

p r o fe ssio nals, he lp ing b o th gr o up s to u nd e r stand and e xp la in r e q u ir e m e nts fo r b o th u se r s an d d e ve lo p e r s. Sh e e xce ls at id e n t ify in g e xe cu t io n ste p s,

b u ild in g p r o ce sse s an d d iagr am s w ith d e taile d in str u ctio n s fo r u se . Sh e is se e kin g a p o sit io n as a T e ch n ical W r ite r o r a b u sin e ss co m m u n icatio n s

p o sitio n w h e r e sh e can u se h e r skills w ith m u lt ip le ty p e s o f so ftw ar e an d p r e cise w r it te n an d o r al co m m u n icatio n s fo r th e b e n e fit o f th e co m p an y .

*Notable Achievements & Skills*

* Effe ctive ly e xp la in id e as & in fo r m atio n to b o th te ch n ical & n o n - te ch n ical u se r s
* C o n ve r t N e w P r o vid e r C e r t ificatio n Ap p lica t io n to fill in P D F fo r p u b lic u se
* D esign & i m plem entati on of the “ H abili tation H om es Pr oject” to con n ect l i cen sed h om es w i th r eci pien ts & cer t i f ied agen cies; or igin al “ Cr i t i cal

I n ciden t Repor t T r ack i n g” sy stem an d statisti cs gen er ation

* D esign i m pr oved f i l in g & labeli n g sy stem , ar ch i ve pr ocess, electr on i c f i le sy stem , docum en t n am in g str uctur e, letter tem plate edi t i n g &

st an d ar d i zati on

* D esign ch ar ts & gr aph s f or U n i t , D epar tm en t , State & Feder al r epor ts; U M L diagr am s, t r an slate i n to w r i t ten pr ocesses; gath er in f or m ati on , develop

conten t i n cluding gr aphics, pr oof r ead & edit techn i cal docum en ts

* D evelop pr ocess f or ar ch ival & of f si te stor age of f iles in clud in g t r ain in g m ater ials & pr ocedur e developm en t
* D evelop plan to cr eate database con n ection s f or pr eviously in v i sible inf or m ation w or k ing w i th m an agem en t & I T
* Reduce M an agem ent’s i nf or m ation sy stem s data en t r y 50 %; im pr oved t im e m an agem en t
* D evelop & u pdate t r ain in g m ater ial, teach & tutor classes in I n t r oducti on to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on
* Publish ed au th or of “ Pattern D r af t in g f or M in iatur es” & “ Pattern M aki n g f or D olls” (L i br ar y of Congr ess); in “ I nter n ati on al D oll M agazin e”, “ D oll Cast le N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M in i atur e”
* D evelop over 10 0 m in i atur e & sm all doll patter n s in cludin g testi n g, photogr aphy , tech ni cal w r i t i ng & f i n al pr oducti on of h ar d copy &

electr on i c pr oducts

* W ebsite design , developm en t , & m ar ketin g i n cludin g h an d coded & W or d Pr ess based w eb si tes
* Cur r i culum develop m en t & deliver y of on l i n e classes

*Experience*

State of Alaska, D ivi sio n of Sen i or & D i sab il i t i es

Ser v i ces

Q uality Assur an ce, Pr ovider Cer tif i cation & Com pli an ce

Adm i n i str ative Cler k I I, O ffi ce Assistan t I, O ffi ce A ssi st an t I I

An ch or age, AK M ay 20 0 8-

Pr esen t

N in e Star Educati on & Em ploy m en t Ser v i ces

C ar e e r D e ve lo p m e n t C e n te r M e n to r & C o m p u te r In str u cto r

Su e ’s T in y C o stu m e s

Bu sin e ss O w n e r & W e b m aste r

*Education & Training*

An ch o r age , AK Ap r il 2 0 0 6 - Ap r il

20 0 8

Se p t 19 9 6 - P r e se n t w w w .su e stin y co stu m e s.co

m

C h ar te r C o lle ge – Alp h a Be ta Kap p a, D e an ’s List

B.S. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy :

C o n ce n t r a t io n in Bu sin e ss Ap p lica t io n s; B.S. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy ; Asso ciate o f Ap p lie d Scie n ce D e gr e e in C o m p u te r Scie n ce : C o n ce ntr a t io n in Bu sin e ss Ap p lica t io n s; Asso ciate o f Ap p lie d Scie n ce D e gr e e in Bu sin e ss M an age m e n t

P r actice ; C e r t ificate in C o m p u te r ize d O ffice Asso ciate ; C e r t ifica te in C o m p u te r ize d O ffice Sp e cialist

20 0

9

M icr o so ft O ffice M aste r C e r t ificatio n W o r d , Exce l, Acce ss, P o w e r P o in t

20 0

9

In t r od u ction to Sh ar e P oin t 20 1

[1](#_3znysh7)

Sh ar e P o in t fo r Site O w n e r s & P o we r Use r s 20 1

3

***Sue Darby***

**Highlights**

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

**Employment History**

**May 2008 to Present**

***Office Assistant II***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
* Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

Internet Based

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

2 of 2

**Volunteer Work 2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/) - **Graphic Designer**

**Education**

|  |  |
| --- | --- |
| April 2006 to April 2009  **B.S. Business Management & Technology**  **B.S. Business Management Practice**  **A.S. Business Management Practice Certificate Office Applications** | Charter College Anchorage, AK |
| March 2007 to March 2009  **Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003** | Nine Star Education & Employment Services  Anchorage, AK |
| May 2003 to present  **Website Development & Design**  GNC Web Creations | Online Self Study |

**Awards**

|  |  |
| --- | --- |
| **Alpha Beta Kappa Lifetime Member 2009**  Charter College | Anchorage, AK |
| **Dean’s List June 2006 to April 2009**  Charter College | Anchorage, AK |
| **May 1997 Alpha Gamma Sigma Honors Society**  Solano Community College | Suisun, CA |

**Professional Qualifications**



**Professional Organizations & Seminar-Workshops**

|  |  |
| --- | --- |
| **Association of Information Technology Professionals** | 2006-2009 |
| **Balancing Life & Work** John Parker | Anchorage, AK August 2007 |
| **Novel Install Fest** IT Expo | Anchorage, AK October 2006 |
| **AmeriCorps Conference National Association for Community Volunteerism** | Anchorage, AK April 2006 & 2007 |

**Web Site & Blog Development**

|  |  |  |  |
| --- | --- | --- | --- |
| [www.suestinycostumes.com](http://www.suestinycostumes.com/) [www.books-music-more.com](http://www.books-music-more.com/) |  | Owner |  |
| [www.alaskaos.com](http://www.alaskaos.com/)  [www.northern-gamers.com](http://www.northern-gamers.com/) [www.coffee-institute.com](http://www.coffee-institute.com/) |  | (partner with George Davis) |  |
| [Portfolio Blog](http://blog.sue-a-darby.com/) | [Sue’s Tiny](http://weblog.suestinycostumes.com/) |  | [Sue’s Tiny Costumes Tutorials Blog](http://blog.suestinycostumes.com/) |
| [http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/) | [Costumes Blog](http://weblog.suestinycostumes.com/) | [http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/) |
|  | [http://weblog.suest](http://weblog.suest/) |  |
|  | inycostumes.com |  |

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

*Master Certified MS Office 2003 MS Office 95-2010*

*MS Project MS Visio*

*MS SharePoint 2007-2010, OneNote*

*AdobePro X & XI*

*Document Design & Formatting Corel Draw Suite*

*UML*

*Visio*

*Streamline Administrative Processes*

*Database Improvements Data Tracking*

*Report Processes Project Management*

*Task Management*

*Notable Achievements & Skills*

 Effectively explain ideas & information to both technical & non-technical users  Convert New Provider Certification Application to fill in PDF for public use

 Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation

 Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization

 Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents

 Develop process for archival & offsite storage of files including training materials & procedure development

 Develop plan to create database connections for previously invisible information working with management & IT

 Reduce Management’s information systems data entry 50%; improved time management

 Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

 Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”

 Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products

 Website design, development, & marketing including hand coded & Word Press based websites  Curriculum development & delivery of online classes

*Experience*

*Goals Budgets Timelines*

*GANTT Charts Technical Writing Web Master Marketing*

State of Alaska, Division of Senior & Disabilities Services Quality Assurance, Provider Certification & Compliance Administrative Clerk II, Office Assistant I, Office Assistant II

Nine Star Education & Employment Services

Career Development Center Mentor & Computer Instructor

Sue’s Tiny Costumes

Business Owner & Webmaster

*Education & Training*

Charter College – Alpha Beta Kappa, Dean’s List

Anchorage, AK May 2008-Present

Anchorage, AK April 2006-April 2008

Sept 1996-Present [www.suestinycostumes.com](http://www.suestinycostumes.com/)

*Business Owner HTML*

*CSS*

*JavaScript Perl*

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

* 1. 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

*2009*

*2009*

*VisualBasic*

*Product Design & Development*

Introduction to Sharepoint *2011*

Sharepoint for Site Owners & Power Users *2013*

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*Profile*

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Sue i s a speci al i st at br i dgin g th e gap betw een busin ess m an ager s an d I T

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b u ild in g p r o ce sse s an d d iagr am s w ith d e taile d in str u ctio n s fo r u se . Sh e is se e kin g a p o sit io n as a T e ch n ical W r ite r o r a b u sin e ss co m m u n icatio n s

p o sitio n w h e r e sh e can u se h e r skills w ith m u lt ip le ty p e s o f so ftw ar e an d p r e cise w r it te n an d o r al co m m u n icatio n s fo r th e b e n e fit o f th e co m p an y .

*Notable Achievements & Skills*

* Effe ctive ly e xp la in id e as & in fo r m atio n to b o th te ch n ical & n o n - te ch n ical u se r s
* C o n ve r t N e w P r o vid e r C e r t ificatio n Ap p lica t io n to fill in P D F fo r p u b lic u se w ith Ad obe P r o XI
* D e sign im p r o ve d filin g & lab e lin g sy ste m , ar ch ive p r o ce ss, e le ctr o n ic file sy ste m , d o cu m e n t n am in g str u ctu r e , le t te r te m p la te e d it in g &

stan d ar d izatio n

* D e sign ch ar ts & gr ap h s fo r U n it , D e p ar tm e n t , State & Fe d e r al r e p o r ts; U M L d iagr am s, t r an slate in to w r it te n p r o ce sse s; gath e r in fo r m a t io n , d e ve lo p

co nte n t in clu d ing gr aph ics, p r o o fr e ad & e d it te chn ical d o cu m e n ts

* D e ve lo p p r o ce ss fo r ar ch ival & o ffsite sto r age o f file s in clu d in g t r a in in g m ate r ia ls & p r o ce d u r e d e ve lo p m e n t
* D e ve lo p p lan to cr e ate d atab ase co n n e ctio n s fo r p r e vio u sly in v isib le info r m a t io n w o r k ing w ith m anage m e n t & IT
* Reduce M an agem en t ’s i n f or m ation sy stem s data en t r y 50 %; im pr oved t im e m an agem en t
* D evelop & u pdate t r ain in g m ater ial, teach & tutor classes in I n t r oducti on to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on
* Publish ed au th or of “ Pattern D r af t in g f or M in iatur es” & “ Pattern M aki n g f or D oll s” (L i br ar y of Con gr ess); in “ I n ter n ati on al D oll M agazin e”, “ D oll Cast le N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M in i atur e”
* D evelop over 10 0 m in i atur e & sm all doll patter n s including testi ng, photogr aphy , tech ni cal w r i t i ng & f i n al pr oducti on of h ar d copy &

electr on i c pr oducts

* W ebsite design , developm en t , & m ar ketin g i n cludin g h an d coded & W or d Pr ess based w eb si tes
* Cur r i culum develop m en t & deliver y of on l i n e classes

*Experience*

State of Alaska, D ivi sio n of Sen i or & D i sab il i t i es

Ser v i ces

Q uality Assur an ce, Pr ovider Cer tif i cation & Com pli an ce

Adm i n i str ative Cler k I I, O ffi ce Assistan t I, O ffi ce A ssi st an t I I

N in e Star Educati on & Em ploy m en t Ser v i ces

Car eer D evelopm en t Cen ter M en tor & Com pu ter I n st r u ctor

Sue’s T in y Co st um es

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*Education & Training*

Ch ar ter College – Alp h a Be ta Kap p a, D e an ’s List

B.S. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy : C o n ce ntr a t io n in Bu sin e ss Ap p lica t io n s;

B.S. D e gr e e in Bu sin e ss M an age m e n t & T e ch n o lo gy ; Asso ciate o f Ap p lie d Scie n ce D e gr e e in

C o m p u te r Scie n ce : C o n ce ntr a t io n in Bu sine ss Ap p licatio n s; Asso ciate o f Ap p lie d Scie n ce

D e gr e e in Bu sin e ss M an age m e n t P r actice ; C e r t ifica te in C o m p u te r ize d O ffice Asso ciate ;

C e r t ificate in C o m p u te r ize d O ffice Sp e cialist

M icr o so ft O ffice M aste r C e r t ificatio n

*2009*

W o r d , Exce l, Acce ss, P o w e r P o in t *2009*

In t r od u ction to Sh ar e P oin t *2011*

Sh ar e P o in t fo r Site O w n e r s & P o w e r U se r s *2013*

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

*Profile*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

Sue i s a speci al i st at br i dgin g th e gap betw een busin ess m an ager s an d I T

p r o fe ssio nals, he lp ing b o th gr o up s to u nd e r stand and e xp la in r e q u ir e m e nts fo r b o th u se r s an d d e ve lo p e r s. Sh e e xce ls at id e n t ify in g e xe cu t io n ste p s,

b u ild in g p r o ce sse s an d d iagr am s w ith d e taile d in str u ctio n s fo r u se . Sh e is se e kin g a p o sit io n as a T e ch n ical W r ite r o r a b u sin e ss co m m u n icatio n s

p o sitio n w h e r e sh e can u se h e r skills w ith m u lt ip le ty p e s o f so ftw ar e an d p r e cise w r it te n an d o r al co m m u n icatio n s fo r th e b e n e fit o f th e co m p an y .

*Notable Achievements & Skills*

* Effe ctive ly e xp la in id e as & in fo r m atio n to b o th te ch n ical & n o n - te ch n ical u se r s
* C o n ve r t N e w P r o vid e r C e r t ificatio n Ap p lica t io n to fill in P D F fo r p u b lic u se w ith Ad obe P r o XI
* D e sign im p r o ve d filin g & lab e lin g sy ste m , ar ch ive p r o ce ss, e le ctr o n ic file sy ste m , d o cu m e n t n am in g str u ctu r e , le t te r te m p la te e d it in g &

stan d ar d izatio n

* D e sign ch ar ts & gr ap h s fo r U n it , D e p ar tm e n t , State & Fe d e r al r e p o r ts; U M L d iagr am s, t r an slate in to w r it te n p r o ce sse s; gath e r in fo r m a t io n , d e ve lo p

co nte n t in clu d ing gr aph ics, p r o o fr e ad & e d it te chn ical d o cu m e n ts

* D e ve lo p p r o ce ss fo r ar ch ival & o ffsite sto r age o f file s in clu d in g t r a in in g m ate r ia ls & p r o ce d u r e d e ve lo p m e n t
* D e ve lo p p lan to cr e ate d atab ase co n n e ctio n s fo r p r e vio u sly in v isib le info r m a t io n w o r k ing w ith m anage m e n t & IT
* Reduce M an agem en t ’s i n f or m ation sy stem s data en t r y 50 %; im pr oved t im e m an agem en t
* D evelop & u pdate t r ain in g m ater ial, teach & tutor classes in I n t r oducti on to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on
* Publish ed au th or of “ Pattern D r af t in g f or M in iatur es” & “ Pattern M aki n g f or D oll s” (L i br ar y of Con gr ess); in “ I n ter n ati on al D oll M agazin e”, “ D oll Cast le N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M in i atur e”
* D evelop over 10 0 m in i atur e & sm all doll patter n s including testi ng, photogr aphy , tech ni cal w r i t i ng & f i n al pr oducti on of h ar d copy &

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Sh ar e P o in t fo r Site O w n e r s & P o w e r U se r s *2013*

***Sue Darby***

907-746-5978 Home/907--355-3750 Cell

sue@sue-a-darby.com/ [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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    - Habilitation Homes Database Modifications
    - Application Tracking System design & development
    - CPR & First Aid Waiver Tracker design & development
    - Shared Email Management
    - Technical books (2) on pattern drafting (illustrated)
    - Pattern articles for 4 magazines and patterns (100)
    - Website development and maintenance

***Subject Matter Expert***

* + - Archiving policy & procedures
    - Filing policy & procedures
    - SharePoint solution development and site administrator
    - “DS3” to “Harmony” Provider Conversion Database
    - Residential Habilitation provider management
    - Electronic document management
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Certificate - Computerized Office Associate Certificate - Computerized Office Specialist

***Experience***

*iA3.io*

Webmaster & Technical Writer Oct 2015-Present

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Office Assistant II Nov 2011-Feb 2014

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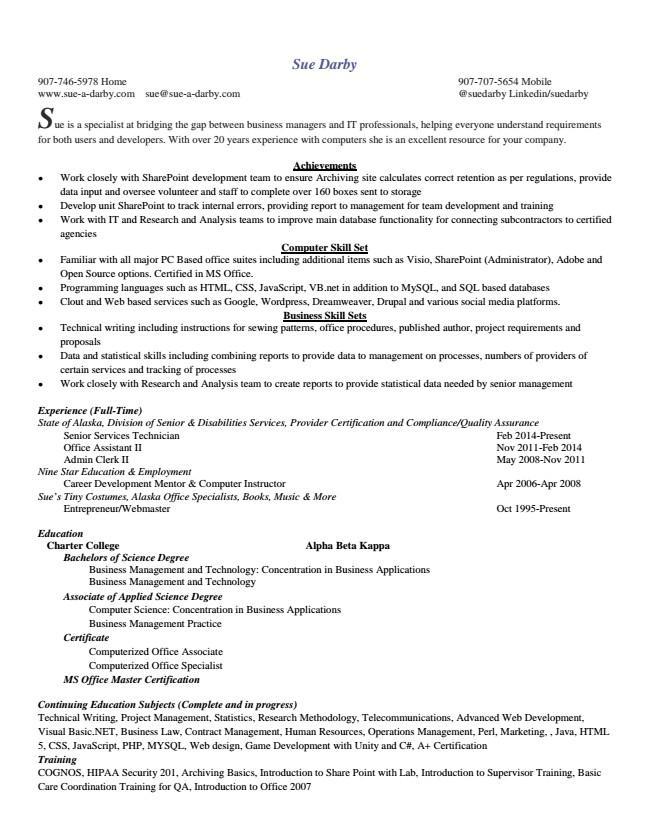
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ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand requirements for both users and developers. With over 20 years experience with computers she is an excellent resource for your company.

**Achievements**

* Work closely with SharePoint development team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
* Develop unit SharePoint to track internal errors, providing report to management for team development and training
* Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

**Computer Skill Set**

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* Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL, and SQL based databases
* Clout and Web based services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms.

**Business Skill Sets**

* Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
* Data and statistical skills including combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
* Work closely with Research and Analysis team to create reports to provide statistical data needed by senior management

*Experience (Full-Time) State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

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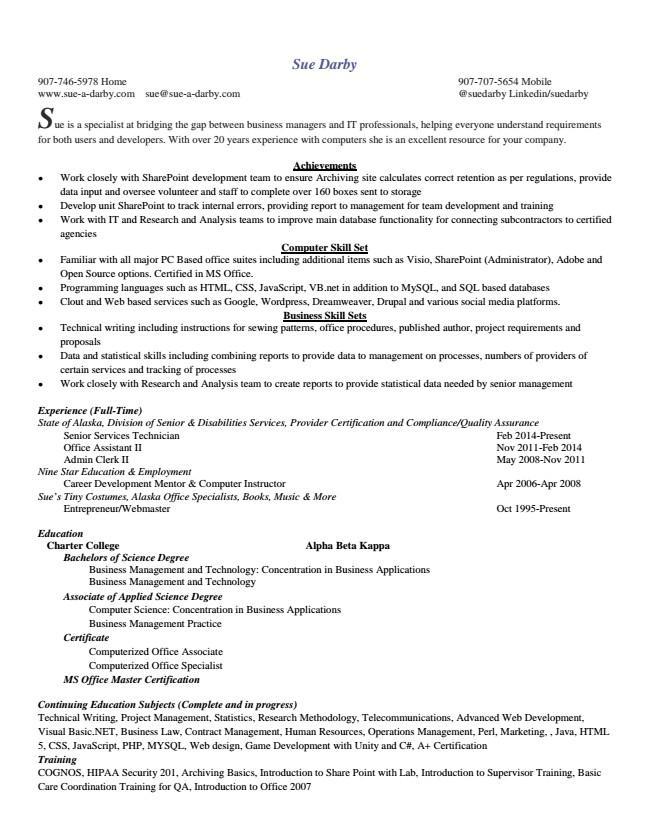
***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications Business Management and Technology Associate of Applied Science Degree

Computer Science: Concentration in Business Applications Business Management Practice Certificate Computerized Office Associate Computerized Office Specialist MS Office Master Certification

Continuing Education Subjects (Complete and in progress) Technical Writing, Project Management, Statistics, Research Methodology, Telecommunications, Advanced Web Development, Visual Basic.NET, Business Law,

Contract Management, Human Resources, Operations Management, Perl, Marketing, , Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification Training COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Share Point with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007



Sue Darby 907-746-5978 Home 907-707-5654 Mobile [www.sue-a-darby.com](http://www.sue-a-darby.com/) [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) @suedarby Linkedin/suedarby S

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Contract Management, Human Resources, Operations Management, Perl, Marketing, , Java, HTML 5, CSS, JavaScript, PHP, MYSQL, Web design, Game Development with Unity and C#, A+ Certification Training COGNOS, HIPAA Security 201, Archiving Basics, Introduction to Share Point with Lab, Introduction to Supervisor Training, Basic Care Coordination Training for QA, Introduction to Office 2007

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[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com) [www.sue-a-darby.com](http://www.sue-a-darby.com/)

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Design and implementation of projects:
  + “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  + “Critical Incident Report Tracking” system and statistics generation
  + Implement final product to reveal compliance issues and regulatory issues
* Streamline administrative processes, database improvements, data tracking and report processes
  + Research date & bates stamping equipment purchase to reduce clerical processing time
  + Develop checklists to ensure applications processing efficiency
  + Develop note entry process to provide accurate data for weekly reporting processes
* Effectively explain ideas and information to both technical and managerial users
  + Explain many MS Office skills to others ensuring efficient
  + Write technical tutorials for future staff reference
  + Write business document to correct errors and improve data results for public search tool
* Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
  + Track marketing efforts to increase visitor conversion
* Website design, development, including hand coded and Word Press based websites
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Contribute input on applicant selection or termination
  + Review candidate resumes and qualifications
  + Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* Publish
  + 2 books, multiple articles and over 100 miniature and small doll patterns
  + Technical instructions with drawn diagrams
  + Photography of final products
  + Copyright holder for both books
  + Published author in 4 magazines
* Develop and continually improve administrative and unit processes
  + Design and write tutorials, diagrams and hands on training methods
  + Contribute to formal policies during development phases
  + Design and format forms used internally and externally (Provider Certification Form and Provider Certification Application)
  + Develop, design, and create charts, graphs and reports for daily work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

***Administrative Achievements***

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness
  + Contact providers with list of missing materials
  + Provide technical assistance regarding requirements
  + Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Owner Oct

1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb

2014-Present

Office Assistant II Nov

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| *Nine Star Education & Employment*  2006-Apr 2008 | Career Development Mentor & Computer Instructor | Apr |
| ***Volunteer Experience*** |  | |
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***Education***

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***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate* ***Certificate*** *- Computerized Office Specialist* **Relevant Classes**

* Technical Writing
* Project Management
* Statistics
* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Website Development and Design**

GNC Web Creations Online

**Business Marketing**

University Alaska Southeast Juneau, AK

**Fashion Design (Certificate)**

Solano Community College Suisun, CA Brooks College Fashion Design

**Certifications**

**Microsoft Office 2003 Master**

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**I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use.**

**I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems.**

**Get to know me via** [**www.sue-a-darby.com**](http://www.sue-a-darby.com/) **and my network of websites I have been working on for 15+ years. I have a variety of topics and samples spread across 8 sites.**

**EXPERIENCE**

**IA3 *10 / 2015 - Present***

***Technical Writer & Webmistress***

**iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while learning and growing into a role as a technical writer.**

**STATE OF ALASKA *02 / 2014 - Present***

***Senior Services Technician***

**\*Effectively explain ideas and information to both technical and non-technical users \*Convert New Provider Certification Application to fill in PDF for public use \*Design and implementation of the and Habilitation Homes Project to connect licensed homes with recipients and certified agencies; original and Critical Incident Report \*Tracking system and statistics generation \*Design improved filing and labeling system, archive process, electronic file system, document naming structure, letter template editing and standardization \*Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents \*Develop process for archival and offsite storage of files including training materials and procedure development \*Develop plan to create database connections for previously invisible information working with management and IT \*Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures \*Communicates effectively with both technical & non- technical users \*Adjust workflow to complete critical tasks in a timely manner \*Develop specific process for processing archival & offsite storage of files \*Policy & procedure development \*Maintain records of files & version controls \*Write technically detailed, illustrated instructions for processes**

**ALASKA OFFICE SPECIALISTS *10 / 2008 - Present***

***Virtual Office Support Administrator***

**Alaska Office Specialists is a service-based business offering the services of technical writing, business writing, grant writing, document template creation, report writing, content writing (minimum standards apply to all writing). Hosting, setup and maintenance of WordPress based sites, social media management. visit** [**www.alaskaos.com**](http://www.alaskaos.com/) **for more information.**

**on hiatus**

**SUE'S TINY COSTUMES *09 / 1995 - Present***

***Owner, Designer, Web Master***

* **Manage small business including product development, class development, web design & maintenance, marketing & budget • Write technically detailed, illustrated instructions for processes & doll patterns • Distance Education Teacher for pattern drafting classes • Research & write business, marketing, & merchandising plans • Project management including task management, goals, timelines and GANTT Charts • Set project goals, determine risks, prepare contingency plan, & time line for achievement • Collect & analyze data on customers to identify potential markets • Web site design & maintenance of hand coded websites • Install & maintain Wordpress sites • Proficient in white hat SEO techniques • Track keywords, visitors & other analytical data for each site • Troubleshoot hosting issues**

**on hiatus**

**STATE OF ALASKA *05 / 2008 - 02 / 2014***

***Office Assistant II***

**Transitioned to the Senior Services Technician as my work as an Office Assistant II became more complex than the Office Assistant II position allows.**

* **Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust workflow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Policy & procedure development • Maintain records of files & version controls • Write technically detailed, illustrated instructions for processes • Master Certified Office 2003, SharePoint (site owner) • Visio, Star UML, Project, • Organizing training sessions; materials gathering, staff/location coordination, equipment setup • Train additional staff on various processes & assign tasks overseeing accuracy**

**NINE STAR EDUCATION & EMPLOYMENT SERVICES *04 / 2006 - 04 / 2008***

***Career Development Mentor & Computer Instructor***

* **Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & other business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance**

**EDUCATION**

**GNC WEB CREATIONS ONLINE SEARCH ENGINE OPTIMIZATION CLASS**

***none , SEO***

**Actively participate in online forum and group discussions on business and building websites.**

**CHARTER COLLEGE**

***Bachelors/Associates , Business Management Practice & Office Applications***

**Dean's List, Alpha Beta Kappa, Alpha Gamma Sigma**

**CHARTER COLLEGE**

***Bachelors Business Management & Information Technology***

***2002 - 2020***

***2006 - 2009***

***2006 - 2009***

|  |  |
| --- | --- |
| **CERTIFICATIONS**  **MICROSOFT OFFICE MASTER *Microsoft*** | ***03 / 2009*** |
| **MSOS: MICROSOFT WORD 2003 *Microsoft*** | ***03 / 2007*** |
| **MSOS: MICROSOFT EXCEL 2003 *Microsoft*** | ***09 / 2007*** |
| **MSOS: MICROSOFT ACCESS 2003 *Microsoft*** | ***11 / 2007*** |
| **MSOS: MICROSOFT POWERPOINT 2003 *Microsoft*** | ***10 / 2007*** |
| **MSOE: MICROSOFT WORD 2003 EXPERT *Microsoft*** | ***11 / 2007*** |
| **MSOE: MICROSOFT EXCEL 2003 EXPERT *Microsoft*** | ***03 / 2009*** |

**PUBLICATIONS**

**PATTERN MAKING FOR DOLLS *06 / 2001***

***Copyright · Authors: Sue Darby ·*** [***http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-***](http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-) ***clothing-patterns/books/pattern-drafting-books/***

**Step-by-step guide to drafting for small dolls and fashion dolls. Fully illustrated and explained in detail how easy it is to measure and draft patterns "by the numbers" for dolls as small as 8" tall up to 46" tall. Originally self published in hard copy and now available as an e-book.**

**PATTERN DRAFTING FOR MINIATURES *06 / 2001***

***Copyright · Authors: Sue Darby ·*** [***http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-***](http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-) ***clothing-patterns/books/pattern-drafting-books/***

**Library of Congress <http://lccn.loc.gov/2004540327>**

**PATTERN CONSULTANT *06 / 2005***

***International Doll Magazine · Authors: Sue Darby***

**Multiple articles in bi-monthly doll magazine including Little Bo Peep, Wedding Gown and "Dirty Dancing" inspired dresses for several dolls**

[**PUBLISHED PATTERNS**](http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-clothing-patterns/books/pattern-drafting-books/)

***Dolls In MIniature · Authors: Sue Darby***

**Pattern for miniature smocked baby dress for 1/12 scale doll.**

***[06 / 2004](http://www.suestinycostumes.com/Doll%20Clothing%20Patterns/doll-clothing-patterns/books/pattern-drafting-books/)***

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**May 2008 to Present**

***Office Assistant II***

***Sue Darby***

**Employment History**

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* + Team Lead of MASST & DVR Volunteers
  + Support staff for Quality Assurance Unit Provider Certification
  + Analyze systems to make work flow more productive
  + Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
  + Screen Certification Packets, checking for completeness and updating databases as required
  + Software & hardware user support; troubleshooting Office 2007, peripherals
  + Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
  + Develop training materials for various processes, present to co-workers and management
  + Design charts and graphs for Department, State and Federal reports
  + As the Office Assistant II for Quality Assurance, I am responsible for the CPR (cardiopulmonary resuscitation) & First Aid training waivers and monitor that the providers receive their paperwork in a timely fashion.
  + I was part of the team that monitored compliance with the new requirements for all



* + I was also responsible for CIRs and the associated data entry and tracking not just for

one but for all providers to report an incident if I observed that the client had more than



* + The initial spreadsheet used for tracking started small and eventually evolved to track

many data points that were used for early reports to the Commissioner and CMS (Center



* + Additionally I am well versed in the use of DS3, the internal main database, various

SharePoint systems including the CIR (Critical Incident Report) Database, the Archives Database, and an intermediate user of MMIS (Medicaid Management Information Systems) Database among many other useful database systems.

* + Given the results of a STARS reports I can manipulate the information into useful data for management’s use in reporting of fraud or other issues.
  + Some of the standardized letters include Invitations to Re-certification, mandatory CIR Training, returned or denied applications for new providers and standardized e-mails for missing materials for initial and re-certifications along with decisions made on CPR (cardiopulmonary resuscitation) & First Aid Training Waivers
  + Part of my duties includes backup for the reception desk for 3+ years on a regular schedule, I deal with callers who are upset or need to complain about the services or treatment they are receiving.

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* After listening carefully, I determine where their issue is best directed to get them the best results. Occasionally someone walks in with a complaint and again I listen and determine who will best solve his or her issue.

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

**Business Owner**

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures
* As a small business owner, my sole responsibility to handle all complaints about my products or service delivery in a prompt and polite manner and resolve the issue to the customer’s satisfaction.

**Volunteer Work**

**2004** Chugiak Children’s Services Head Start **-Classroom Aide 2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**

**2003** [*www.minidolllist.com*](http://www.minidolllist.com/) - **Graphic Designer**

**Education**

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|  |  |
| --- | --- |
| April 2006 to April 2009  **B.S. Business Management & Technology**  **B.S. Business Management Practice**  **A.S. Business Management Practice Certificate Office Applications** | Charter College Anchorage, AK |
| March 2007 to March 2009  **Microsoft Office Specialist/Expert Excel 2003 Microsoft Office Specialist/Expert Word 2003 Microsoft Office Specialist Power Point 2003 Microsoft Office Specialist Access 2003** | Nine Star Education & Employment Services  Anchorage, AK |
| May 2003 to present  **Website Development & Design**  GNC Web Creations | Online Self Study |

**Awards**

|  |  |
| --- | --- |
| **Alpha Beta Kappa Lifetime Member 2009**  Charter College | Anchorage, AK |
| **Dean’s List June 2006 to April 2009**  Charter College | Anchorage, AK |
| **May 1997 Alpha Gamma Sigma Honors Society**  Solano Community College | Suisun, CA |

**Professional Qualifications**



**Professional Organizations & Seminar-Workshops**

|  |  |
| --- | --- |
| **Association of Information Technology Professionals** | 2006-2009 |
| **Balancing Life & Work** John Parker | Anchorage, AK August 2007 |
| **Novel Install Fest** IT Expo | Anchorage, AK October 2006 |
| **AmeriCorps Conference National Association for Community Volunteerism** | Anchorage, AK April 2006 &  2007 |

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**Web Site & Blog Development**

|  |  |  |
| --- | --- | --- |
| [www.suestinycostumes.com](http://www.suestinycostumes.com/) |  | Owner |
| [Portfolio Blog](http://blog.sue-a-darby.com/) [http://blog.sue-a-darby.com](http://blog.sue-a-darby.com/) | [Sue’s Tiny Costumes Blog](http://weblog.suestinycostumes.com/) [http://weblog.suestinycostumes.com](http://weblog.suestinycostumes.com/) | [Sue’s Tiny Costumes Tutorials Blog](http://blog.suestinycostumes.com/) [http://blog.suestinycostumes.com](http://blog.suestinycostumes.com/) |

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Sue Darby

907-746-5978 Home

907--355-3750 Cell

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| * Teaching | * Team Leadership | * Dreamweaver | * Troubleshooting |
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3311 Max Cir. #2

Anchorage, AK 99507 [www.sue-a-darby.com](http://www.sue-a-darby.com/) [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

January 11, 2010 SRX Group

550 Post Oak #400

Houston, TX 77027

Dear SRX Group Recruiter:

I am writing in response to your website posting for a Data Analyst. After reading your job description, I am confident that my experience skills and passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

* Master Certification in Microsoft Office, with a high level of proficiency in Excel, Word, Power Point and Access 2003 / 2007. This skill set is used on a daily basis.
* I am highly organized with excellent attention to detail, as demonstrated in the creation and implementation of complex report systems for the State of Alaska.
* Data needed for meetings and other functions are early or on time consistently.
* You will find me to be outgoing and friendly with a cheerful disposition and professional but fun demeanor.
* I designed “The Darby Report” for Nine Star Education and Employment Services and was responsible for data collection, accuracy and timeliness of reports, for 2 years.
* I am responsible for collecting data for various reports on providers and clients and presenting reports to senior management on a monthly, quarterly, bi-yearly and yearly basis along with random requests at various other times. I have been doing these reports for the last year and a half for the Senior & Disabilities Services Quality Assurance Unit, State of Alaska.

I welcome the opportunity to further discuss this position with you. If you have any questions or would like to schedule an interview, please contact me by phone at 907-334-2639 (day) 907-562-5612 (eve) or by e- mail at [sue@sue-a-darby.com.](mailto:sue@sue-a-darby.com) I have enclosed my resume in .docx format for your review, and I look forward to hearing from you.

Sincerely,

Sue Darby

Sue Darby Enclosure

Sue Darby

[**sue@sue-a-darby.com**](mailto:sue@sue-a-darby.com)[**www.sue-a-darby.com**](http://www.sue-a-darby.com/)

**Summary**

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Senior Services Technician 02 /2014-Present

* + Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development •Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II 05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

***Nine Star Education & Employment Services***



**Education**

***Charter College***

* Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Bachelors/Associates , Business Management Practice & Office Applications/Information Technology 2006-2009 Dean's List, Alpha Beta Kappa

**Interests**

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Sue Darby

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* Databases ∙ WordPress ∙ Quality Assurance ∙ Content Management
* Management ∙ Editing ∙ Research ∙ Time Management
* Teaching ∙ Team Leadership ∙ Dreamweaver ∙ Troubleshooting
* Team Building ∙ Event Management ∙ Social Media Marketing ∙ Star UML
* SEO ∙ Marketing ∙ Documentation ∙ Master Level MS Office

**Experience**

***iA3***



***State of Alaska***

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts while growing into a role as a technical writer.

Senior Services Technician 02 /2014-Present

* + Effectively explain ideas and information to both technical and non-technical users • Convert New Provider Certification Application to fill in PDF for public use • Design and implementation of the Habilitation Homes Project to connect licensed homes with certified agencies • Tracking system and statistics generation • Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents • Policy & procedure development •Write technically detailed, illustrated instructions for processes • SharePoint Site Admin & developer

Office Assistant II 05/2008-02/2014

Transitioned to the Senior Services Technician • Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures • Communicates effectively with both technical & non-technical users • Adjust work flow to complete critical tasks in a timely manner • Develop specific process for processing archival & offsite storage of files • Maintain records of files & version controls • SharePoint (site owner) • Organizing training sessions • Train additional staff on various processes & assign tasks overseeing accuracy

***Nine Star Education & Employment Services***



**Education**

***Charter College***

* Organized training sessions; materials gathering, staff/location coordination, equipment setup • Developed class curriculum • Taught computer classes to adults • Taught goal setting workshops • Developed basic computer classes or work one on one with students to develop skills • Answered student questions about various software applications • Aided students in preparation for the Microsoft Office Specialist exams • Assessed clients for barriers & brainstorm ways to overcome them • Drafted & edited resumes, cover letters & business correspondence • Conferred with clients to determine what program will be most helpful • Conducted job-matching to find good fit between clients & hiring companies • Directed clients to appropriate resources & assists clients in their use of outside assistance

Bachelors/Associates , Business Management Practice & Office Applications/Information Technology 2006-2009 Dean's List, Alpha Beta Kappa

**Interests**

Space, Science, Technology, Programming, Technical Writing, Web Master, Marketing, Business Owner, Photography, Sewing, Pattern Making

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

[*www.sue-a-darby.com*](http://www.sue-a-darby.com/)

*900 Josh Dr*

*Palmer, AK 99645* [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com)

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

*Master Certified MS Office 2003 MS Project*

*MS Visio*

*MS SharePoint OneNote AdobePro*

*Document Design & Formatting Corel Draw Suite*

*UML*

*Visio*

*Streamline Administrative Processes*

*Database Improvements Data Tracking*

*Report Processes Project Management Task Management Goals*

*Budgets Timelines GANTT Charts*

*Technical Writing Web Master Marketing Business Owner HTML*

*CSS*

*JavaScript Perl*

*VisualBasic.net*

*Product Design & Development WordPress*

*Notable Achievements & Skills*

* + Work closely with SharePoint team to ensure Archiving site calculates correct retention as per regulations, provide data input and oversee volunteer and staff to complete over 160 boxes sent to storage
  + Develop unit SharePoint to track internal errors, processes and applications; providing report to management for team development and training
  + Work with IT and Research and Analysis teams to improve main database functionality for connecting subcontractors to certified agencies

*Computer Skill Set*

* + Familiar with major PC office suites; SharePoint, Adobe
  + Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
  + Update and maintain .Net based macro driven checklist, provide pivot tables and charts along with reports on demand and set schedule
  + Cloud and Web services such as Google, Wordpress, Dreamweaver, Drupal and various social media platforms
  + Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

*Business Skill Sets*

* + - Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
    - Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
    - Work with Research and Analysis team to create reports to provide statistical data needed by senior management

*Experience*

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance / Quality Assurance May 2008-Present*

Senior Services Technician, Office Assistant II, Admin Clerk

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

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*Education & Training*

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management

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*MS Visio*

*MS SharePoint OneNote Adobe Pro*

*Document Design & Formatting Corel Draw Suite*

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*Streamline Administrative Processes*

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  + Programming languages such as HTML, CSS, JavaScript, VB.net in addition to MySQL databases, and SQL databases
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  + Cloud and Web services such as Google, WordPress, Dreamweaver, Drupal and various social media platforms
  + Install, configure and administrate multiple WordPress based websites, SharePoint site administrator

*Business Skill Sets*

* + - Technical writing including instructions for sewing patterns, office procedures, published author, project requirements and proposals
    - Data and statistical skills; combining reports to provide data to management on processes, numbers of providers of certain services and tracking of processes
    - Work with Research and Analysis team to create reports to provide statistical data needed by senior management

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Senior Services Technician, Office Assistant II, Admin Clerk

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Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

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*Education & Training*

**Charter College Alpha Beta Kappa**

***Bachelors of Science Degree***

Business Management and Technology: Concentration in Business Applications & Business Management and Technology

***Associate of Applied Science Degree***

Computer Science: Concentration in Business Applications & Business Management

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

*Sue Darby*

*907-334-2639 Work*

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*Notable Achievements & Skills*

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* Ef f ectively explai n ideas & in f or m ation to both tech n i cal & n on - tech n i cal u ser s
* D esign i m pr oved f i le & labelin g sy stem , ar ch i v e pr ocess, electr on i c f i le sy stem , docum en t n am in g str uctur e, letter tem plate edi t i n g &

st an d ar d i zati on

* D esign ch ar ts & gr aph s f or U n i t , D epar tm en t , State & Feder al r epor ts; U M L diagr am s, t r an sl ate i n to w r i t ten pr ocesses; gath er in f or m ati on , develop

conten t i n cluding gr aphics, pr oof r ead & edit techn i cal docum en ts

* D evelop pr ocess f or ar ch ival & of f si te stor age of f iles in clud in g t r ain in g m ater ials & pr ocedur e developm en t
* D evelop plan to cr eate database con n ection s f or pr eviously in v i sible inf or m ation w or k ing w i th m an agem en t & I T
* Reduce M an agem en t ’s i n f or m ation sy stem s data en t r y 50 %; im pr oved t im e m an agem en t
* D evelop & u pdate t r ain in g m ater ial, teach & tutor classes in I n t r oducti on to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on
* Publish ed au th or of “ Pattern D r af t in g f or M in iatur es” & “ Pattern M aki n g f or D oll s” (L ibr ar y of Con gr ess); in “ I n ter n ati on al D oll M agazi n e”, “ D oll Castle N ew s” , “ D oll s, Bear s & An y w ear s” , & “ D olls I n M i n iatur e”
* Cr eation an d tech n i cal w r iti n g f or 10 0 m in i at ur e & sm all doll patter n s
* W ebsite design , developm en t , & m ar ketin g; W or d Pr ess, H T M L & CSS based si tes

*Experience*

State of Alaska, D ivi sio n of Sen i or & D i sab il i t i es Ser vices Q uality Assur an ce, Pr ovider Cer tif i cation & Com plian ce

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*Education & Training*

Ch ar ter College – Alph a Beta K ap p a, D ean ’s L i st

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B.S. D egr ee in Busin ess M an agem en t & T ech n ology : Con cen tr ati on in Bu si n ess Ap plicati on s; B.S. D egr ee in Bu si n ess M an agem en t &

T ech n ology ; Associate of Applied Scien ce D egr ee in Com pu ter Scien ce : Con cen t r ation in Bu si n ess Ap pli cati on s; A sso ciate of Ap plied Scien ce D egr ee in Busin ess M an agem en t Pr actice;

Cer t i f i cate i n Com puter i zed O f f i ce Associate; Cer t i f i cate in Com pu ter i zed O f f i ce Speci al i st

*2009*

M i cr osof t O f f i ce M aster Cer t i f i cati on

W o r d , Exce l, Acce ss, P o w e r P o in t

*2009*

In t r od u ction to Sh ar e p oin t *2011*

Sh ar e p o in t fo r Site O w n e r s & P o we r Use r s *2013*

*Sue Darby*

*907-334-2639 Work*

*907-746-5978 Home*

*Notable Achievements & Skills*

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* Ef f ectively explai n ideas & in f or m ation to both tech n i cal & n on - tech n i cal u ser s
* D esign i m pr oved f i le & labelin g sy stem , ar ch i v e pr ocess, electr on i c f i le sy stem , docum en t n am in g str uctur e, letter tem plate edi t i n g &

st an d ar d i zati on

* D esign ch ar ts & gr aph s f or U n i t , D epar tm en t , State & Feder al r epor ts; U M L diagr am s, t r an sl ate i n to w r i t ten pr ocesses; gath er in f or m ati on , develop

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* D evelop pr ocess f or ar ch ival & of f si te stor age of f iles in clud in g t r ain in g m ater ials & pr ocedur e developm en t
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* Reduce M an agem en t ’s i n f or m ation sy stem s data en t r y 50 %; im pr oved t im e m an agem en t
* D evelop & u pdate t r ain in g m ater ial, teach & tutor classes in I n t r oducti on to com pu ter s; M S O f f i ce Cer t i f i cation pr epar ati on
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* W ebsite design , developm en t , & m ar ketin g; W or d Pr ess, H T M L & CSS based si tes

*Experience*

State of Alaska, D ivi sio n of Sen i or & D i sab il i t i es Ser vices Q uality Assur an ce, Pr ovider Cer tif i cation & Com plian ce

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*Education & Training*

Ch ar ter College – Alph a Beta K ap p a, D ean ’s L i st

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B.S. D egr ee in Busin ess M an agem en t & T ech n ology : Con cen tr ati on in Bu si n ess Ap plicati on s; B.S. D egr ee in Bu si n ess M an agem en t &

T ech n ology ; Associate of Applied Scien ce D egr ee in Com pu ter Scien ce : Con cen t r ation in Bu si n ess Ap pli cati on s; A sso ciate of Ap plied Scien ce D egr ee in Busin ess M an agem en t Pr actice;

Cer t i f i cate i n Com puter i zed O f f i ce Associate; Cer t i f i cate in Com pu ter i zed O f f i ce Speci al i st

*2009*

M i cr osof t O f f i ce M aster Cer t i f i cati on

W o r d , Exce l, Acce ss, P o w e r P o in t

*2009*

In t r od u ction to Sh ar e p oin t *2011*

Sh ar e p o in t fo r Site O w n e r s & P o we r Use r s *2013*

***Sue Darby***

907-746-5978 Home [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

907--355-3750 Cell [www.sue-a-darby.com](http://www.sue-a-darby.com/)

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

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has been using computers for over 20 years and is looking to make a change in career path. She is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

***Software Skills***

**Office Suites:** Master Certified MS Office 2003-2010, MS Project, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Design and implementation of projects:
  + “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies
  + “Critical Incident Report Tracking” system and statistics generation
  + Implement final product to reveal compliance issues and regulatory issues
* Streamline administrative processes, database improvements, data tracking and report processes
  + Research date & bates stamping equipment purchase to reduce administrative processing time
  + Develop and edit checklists to ensure applications processing efficiency
  + Develop note entry process to provide accurate data for weekly reporting processes
* Effectively explain ideas and information to both technical and managerial users
  + Explain many MS Office skills to others ensuring efficient application use
  + Write technical tutorials and processes for future staff reference
  + Write business document to correct errors and improve data results for public search tool
* Manage social media accounts, website and marketing of patterns and books
  + Track marketing efforts to increase visitor conversion
* Website design, development, including hand coded and Word Press based websites
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to clerical staff (up to 3 on team)
  + Contribute input on applicant selection or termination
  + Review candidate resumes and qualifications



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* + Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

***Writing Achievements***

* Publish
  + 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  + Technical instructions with drawn diagrams
  + Photography of final products
* Develop and continually improve administrative and unit processes
  + Design and write tutorials, diagrams and hands on training methods
  + Contribute to formal policies during development phases
  + Design and format forms used internally and externally
  + Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Administrative Achievements***

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness
  + Contact providers with list of missing materials
  + Provide technical assistance regarding requirements
  + Ensure correct application routing

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present *State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance* Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment*

Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**



2

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

~Technical Writing Project Management ~ Statistics ~ Research Methodologies ~ Telecommunications ~ Advanced Web Development ~ Visual Basic.NET ~ Business Law ~ Contract Management ~ Human Resources ~ Operations Management ~ Perl ~ Marketing ~ JavaScript~

**Learnable and UDemy Online**

~Java ~~HTML 5~CSS~JavaScript~PHP MYSQL~Web design ~Game Development with Unity and C#~

|  |  |
| --- | --- |
| **Website Development and Design**  GNC Web Creations Online |  |
| **Business Marketing**  University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master**  Nine Star Education and Employment Anchorage, AK |
| **Training**  COGNOS | 2014 |
| HIPAA Security 201 State of Alaska | 2014 |
| Archiving Basics State of Alaska | 2012 |
| Introduction to Share Point with Lab State of Alaska | 2011 |
| Introduction to Supervisor Training State of Alaska | 2011 |
| Basic Care Coordination Training for QA State of Alaska | 2010 |
| Introduction to Office 2007 State of Alaska | 2009 |



3

**Sue Darby, Webmaster & Technical Writer**

***Experience***

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

* Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
* Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
* Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
* Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
* Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
* Team Lead for multiple volunteers; trained and delegated duties as needed

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska

* + Reduce Management’s information systems data entry 50%; improved time management
  + Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
  + Monthly statistic tracking & reporting for internal use & grant reporting
  + Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner 1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/) [www.suestinycostumes.com](http://www.suestinycostumes.com/)

* + Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
  + Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
  + Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
  + Website design, development, & marketing including hand coded & Word Press based websites

**Volunteer Work**

**Contact Sue**

**Email**

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

**Phone**

907-746-5978

**Website**

[www.sue-a-darby.com](http://www.sue-a-darby.com/)

**LinkedIn**

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby/)

**Education**

*B. S.* Business Management & Technology*;* Concentration in

Business Applications *A.S* Computer Science *– Alpha Beta Kappa Honors– Charter College 2009*

*Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009*

*Business Marketing Courses – University Alaska Southeast 2005*

*Fashion Design Certificate – Solano Community College 1997*

**Skills**

*Web Master*, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting,* MS Office, MS Project, MS Visio, AdobePro, *Corel Draw Suite*

*Database Improvements,* Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

**Training**

*Website Development & Design/SEO– GNC Web Creations Ongoing*

*SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care Coordination for QA, Intro to Office 2007 – State of Alaska*

**Sue Darby, Webmaster & Technical Writer**

* PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
* Chugiak Children’s Services Head Start – Classroom Aide 2004
* [www.integrity-designs.com](http://www.integrity-designs.com/) –Online Marketing 2003
* [www.minidolllist.com](http://www.minidolllist.com/)– Graphic Design 2003

**Sue Darby, Webmaster & Technical Writer**

***Experience***

**Office Assistant II May 2008 to Present**

State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance

* Design & develop content for Unit SharePoint website creating pages, tools and libraries of documents and templates; train professional staff in use
* Project Lead to add contracted providers to the current DS3 database system. Project purpose is to determine what providers are providing Habilitation services and to which clients. Currently this link between certified agency and contracted habilitation home is invisible. It will enable Reviewers to conduct on site visits to ensure health and welfare of clients, maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program
* Design improved filing & labeling system, archive processes, electronic file system, document naming structure, letter template editing & standardization; Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes
* Participate in policy, procedure, regulation & Qualified Provider workgroups providing input for processes & forms
* Provide technical assistance of statutes, regulations, policies, & procedures via phone, e-mail, & in person
* Team Lead for multiple volunteers; trained and delegated duties as needed

**Career Development Center Mentor/ Computer Instructor April 2006 to April 2008**

Nine Star Education & Employment Anchorage, Alaska

* + Reduce Management’s information systems data entry 50%; improved time management
  + Analyze skills & issues of job seekers for job matching, interview preparation; research & write simple resumes to PhD level Curriculum Vitae & assist clients in successfully attaining goals
  + Monthly statistic tracking & reporting for internal use & grant reporting
  + Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner 1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/) [www.suestinycostumes.com](http://www.suestinycostumes.com/)

* + Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress)
  + Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature”
  + Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products
  + Website design, development, & marketing including hand coded & Word Press based websites

**Volunteer Work**

**Contact Sue**

**Email**

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

**Phone**

907-746-5978

**Website**

[www.sue-a-darby.com](http://www.sue-a-darby.com/)

**LinkedIn**

[www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby/)

**Education**

*B. S.* Business Management & Technology*;* Concentration in

Business Applications *A.S* Computer Science *– Alpha Beta Kappa Honors– Charter College 2009*

*Microsoft Office 2003 Master Certification – Nine Star Education & Employment 2009*

*Business Marketing Courses – University Alaska Southeast 2005*

*Fashion Design Certificate – Solano Community College 1997*

**Skills**

*Web Master*, HTML, CSS, SharePoint, JavaScript, Perl, Visual Basic

*Document Design & Formatting,* MS Office, MS Project, MS Visio, AdobePro, *Corel Draw Suite*

*Database Improvements,* Data Tracking, Report Processes, Project Management, GANTT Charts, Technical Writing, Product Design & Development

**Training**

*Website Development & Design/SEO– GNC Web Creations Ongoing*

*SharePoint for Site Owners & Power Users, Archiving Basics, Intro to SharePoint, HIPAA Security 201, Introduction to Supervisor Training, Basic Care Coordination for QA, Intro to Office 2007 – State of Alaska*

**Sue Darby, Webmaster & Technical Writer**

* PRIDE Program (Rasmussen Foundation Letter) – Grant Summary 2008
* Chugiak Children’s Services Head Start – Classroom Aide 2004
* [www.integrity-designs.com](http://www.integrity-designs.com/) –Online Marketing 2003
* [www.minidolllist.com](http://www.minidolllist.com/)– Graphic Design 2003
* Taught complex pattern drafting techniques via chat rooms and image sharing before online classes were popular
* Developed curriculum for pattern drafting classes and beginner computer courses
* Published author of two technical books on pattern drafting, multiple articles and patterns
* Developed numerous tutorial and procedures, trained multiple staff
* Worked as part of teams and workgroups for developing regulations and requirements for internal data management systems

***Sue Darby***

907-746-5978 Home

907--355-3750 Cell

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@suedarby Linkedin/suedarby

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years experience with computers and is looking to make a change in career path.

***Computer Skills***

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise, COGNOS

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

***Technical Achievements***

* Design and implementation of projects:
  + “Habilitation Homes Project” to connect licensed homes with certified agencies
    - Additional information entered for Day Habilitation providers
    - Ongoing maintenance and reporting of connecting homes
  + “Critical Incident Report Tracking” system and statistics generation
  + Implement final product to reveal compliance issues and regulatory issues
* Administrator of Division Archiving SharePoint as well as subject matter expert for system
  + Records retention subject matter expert
* Streamline administrative processes, database improvements, data tracking and report processes
  + Generate ad hoc and regular reports on count and status of providers correcting data entry as needed
  + Research date & bates stamping equipment purchase to reduce clerical and administrative processing time
  + Develop and edit checklists to ensure applications processing efficiency using Visual Basic programming
  + Develop note entry process to provide accurate data for weekly reporting processes
* Effectively explain ideas and information to both technical and managerial users
  + Explain many MS Office skills to others ensuring efficient application use
  + Write technical tutorials and processes for future staff reference
  + Write business document to correct errors and improve data results for public search tool
  + Provide information to help other divisions with efforts to share data
* Manage social media accounts, website and marketing of patterns and books
  + Track marketing efforts to increase visitor conversion
* Website design, development, including hand coded and Word Press based websites
  + Write and edit HTML, CSS, JavaScript and PHP
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting

***Management Achievements***

* Lead, train and delegate tasks to clerical staff
  + Contribute input on applicant interviews, selection or termination
  + Review candidate resumes and qualifications
  + Give input for final decisions
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews
* Reduce Management’s information systems data entry 50%; improved time management

***Writing Achievements***

* Develop and continually improve processes
  + Design and write tutorials, diagrams and hands on training methods
  + Contribute to formal policies during development phases
  + Design and format forms used internally and externally
  + Develop, design, create charts, graphs and reports for work flow, division and Federal reporting
* Publish
  + 2 books with copyrights, multiple articles in 4 magazines and over 100 miniature and small doll patterns
  + Technical instructions with drawn diagrams
  + Photography of final products
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to Computers; MS Office Certification preparation

***Experience***

*Sue’s Tiny Costumes* Entrepreneur Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

*State of Alaska, Division of Senior & Disabilities Services, Quality Assurance*

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Entrepreneur Oct 2008 -Present

*Books, Music & More* Entrepreneur Oct 2008 -Present

*Coffee Institute* Entrepreneur Oct 2008 -Present

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor

***Volunteer Experience*** Alaskans for Palmer Hay Flats CCS Headstart

Apr 2006-Apr 2008

***Education***

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

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

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

**Relevant Classes**

* Technical Writing
* Project Management
* Statistics
* Research Methodologies
* Telecommunications
* Advanced Web Development
* Visual Basic.NET
* Business Law
* Contract Management
* Human Resources
* Operations Management
* Perl
* Marketing
* JavaScript

**Self Paced Studies**

* Java

**Learnable Courses**

|  |  |  |
| --- | --- | --- |
| * HTML 5 * CSS * JavaScript * PHP MYSQL * Web design |  | |
| **Website Development and Design**  GNC Web Creations Online |
| **Business Marketing**  University Alaska Southeast Juneau, AK |
| **Certifications** |
| **Microsoft Office 2003 Master**  Nine Star Education and Employment Anchorage, AK |
| **Training**  COGNOS |  | 2014 |
| HIPAA Security 201 State of Alaska Archiving Basics State of Alaska | 2012 | 2014 |

|  |  |  |
| --- | --- | --- |
| Introduction to Share Point with Lab State of Alaska | 2011 |  |
| Introduction to Supervisor Training State of Alaska |  | 2011 |
| Basic Care Coordination Training for QA State of Alaska |  | 2010 |
| Introduction to Office 2007 State of Alaska |  | 2009 |

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