SUE DARBY

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## BRIDGING THE GAP...

Sue 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.

## EXPERIENCE

**Division of Senior & Disabilities Services**

Provider Certification & Compliance Anchorage, AK May 2008-Present

Primary Administrative Support for 6-19 Professionals

*Senior Services Technician*

**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

**Nine Star Education & Employment**

Anchorage, Alaska April 2006 to April 2008

AmeriCorps Member

*Career Development Center Mentor/ Computer Instructor*

**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
* 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

**Sue’s Tiny Costumes**

www.suestinycostumes.com September 1996 to Present

Owner, webmaster, technical writer, teacher & author

*Small Business Owner, Webmaster, Author and Teacher*

* 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

## EDUCATION

Bachelors of Science Degree Charter College Anchorage, Alaska 2009 3.85 GPA

Associate of Applied Science Degree Charter College Anchorage, Alaska 2009 3.85 GPA

## SKILLS

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 ∙ Goals ∙ Budgets ∙ Timelines ∙ GANTT Charts ∙ Technical Writing ∙ Web Master ∙ Marketing ∙ Business Owner ∙ HTML ∙ CSS ∙ JavaScript ∙ Perl ∙ VisualBasic ∙ Product Design & Development

## PROJECTS

**Habilitation Homes Project**

Provider Certification has a number of different providers and even sub-contracted providers of services for those with disabilities. The sub-contractors while important were not found in the internal database and thus no one knew where the clients were being served.

As a brainstorm about this issue I asked management and then IT why we could not connect these contracted homes to the provider oversight agency within the database in a similar fashion to another provider type. The ongoing project to add contracted providers to the current DS3 database system was born. It is enabling the Provider Certification & Compliance Reviewers to conduct on site visits to ensure health and welfare of clients in habilitation settings thus maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program.

In addition to the initial entry and connections for each contracted home, maintenance for each record is conducted as the host agency is recertified. Additionally, reports have been created to track and more easily see which homes contract with each agency or agencies. This ensures there is less fraud and Medicaid abuse.

**Archiving**

As the division subject matter expert I have had a hand in the development of the SharePoint Site that tracks all the files that are sent to Archives or Off Site Storage. Working closely with the techs I helped find and fix bugs in an older system for calculating retention times, update the form to match the required form for Archiving and work as an administrator of the site adding new team members to the site.

Recently there has been a complete change of Administrative staff responsible for part of the process and I was asked to step in to help train them in what the division has done in the last several years. I am also part of a team that is determining the fate of the site as the division moves towards a new database system.

Gather, categorize, folder, label and enter into a spreadsheet or database thousands of files dating back to 1996 and prepare for archiving. Oversee volunteer efforts for data entry and correctly calculate the disposition date before submitting for pick up. Recall files for records requests or other litigation as needed.

Over 160 cubic feet of data has been sent off site for storage or archiving.

Previously the Archive SharePoint site, built in SharePoint 2007 and converted to 2010 was not computing retention times correctly. I took the lead to work with the SharePoint Developers to update and improve the system. In the process working closely to test and deploy fixes and becoming a site admin for the test and production sites due to my knack for finding the problems or suggesting where the issue might be within the code.

**Self Published Author**

I have had a love of dolls all my life as well as a love of sewing. I combined these loves with a talent for pattern making and wrote not just one book on pattern making for dolls but another for drafting in miniature as well. The two books were a handcrafted and illustrated technical writing achievement that now reside in the Library of Congress as of June of 2001.

Based on the books I took them from print to digital format before it was popular to have electronic books. I also used text based chat rooms to teach classes to individuals all over the world.