**Sue Darby** [**www.sue-a-darby.com**](http://www.sue-a-darby.com) **sue@sue-a-darby.com 907-707-5654**

**PROFESSIONAL SUMMARY**

A **technical assistant** capable of enabling the effectiveness of leaders. A positive, well-educated professional with experience in the government sector looking to transition to the private sector who thrives in fast-paced environments requiring a high degree of organization, tact with sensitive information and situations, and problem-solving ability.

**Areas of professional expertise:**

* **Project Management**
  + **Technical Writing**
  + **Website Administrator**
  + **Excel Master**
  + **Records Quality Control**
  + **Workflow Process Improvement**

**PROFESSIONAL SKILLS DEMONSTRATED**

State of AlaskaMay 2008-Present

*The Division of Senior & Disabilities manages and administers the Home and Community Based Waiver Medicaid program. There are 200+ employees working with a variety of groups across the state and nationally to ensure the health and safety of those who have disabilities or are elderly.*

**Senior Service Technician (Administrative Support)**

This position supports up to 15 individuals in a unit tasked with certifying and ensuring compliance with regulations.

* **SharePoint** **Administrator** for Team and Division sitesas well as subject matter expert and developer
* **Effectively explain ideas** and information to both technical and managerial users via procedures and user manuals
* **66% improvement** of workflow processes
* **85% increase** in data collection & notification efficiency

Sue’s Tiny Costumes1995-Present

*A technical writing and pattern drafting company creating patterns and books for dolls. This is a part-time sole proprietorship that has given the owner many skills such as technical writing and project management along with website design, development and marketing.*

**Technical Writer/Webmaster/Author/Business Owne**

* **Website design, development**, including hand coded and WordPress based websites, design and security
* **Manage social media** accounts, website and marketing of patterns and books
* **Project management** for 2 published books, multiple magazine articles and 100+ patterns

**RELEVANT PROJECTS**

**Little Bo Peep and her Sheep** is an award winning pair of patterns placing 1st at the Alaska State Fair and then featured in the Fall 2005 issue of International Doll Magazine. The patterns required many hours of planning, testing and development before they were ready for show, publication and sale.

**Pattern Drafting For Miniatures and Pattern Making for Dolls** are two of my published works. Each one is a detailed set of technical instructions on drafting patterns in small scales. I researched, learned to draft and modified the instructions for full size patterns to work for a smaller scale. Through many tests and individual projects the two books were developed and have been sold world wide both electronically and in hard copy.

**Settings compliance** started with five individual tools. By reviewing the tools I was able to develop a single tool that captures all the necessary data and consolidates it to go from start to finish for a review, up to and including generating compliance notices. This streamlined process reduced workload on the team of 3 by 66%

**EDUCATION**

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

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

B.S. Degree in Business Management & Technology

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

Associate of Applied Science Degree in Business Management Practice

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

**Microsoft Office Master Certification**

Word, Excel, Access, PowerPoint

**OTHER RELEVANT INFORMATION**

**Skills**

Self-motivated, strong work ethic, Project Management, Proactive time management, Problem Solving, Tracking systems development & management, Marketing, Technical Writing, Data Analytics, Universal Modeling Language (UML)

**Published Works**

* **Library of Congress: Pattern** Drafting for Miniatures & Pattern Making for Dolls
* **Magazines:** International Doll Magazine, Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature
* **Published:** 100 sewing patterns

**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 Tools:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

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

**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

**Continuing Education**

**2017**

3 Minute German - Free taster course

Rapid Prototyping: From Wireframes to HTML

Data Science (Intro Series)

**2016**

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| Become a Certified Web Developer  How to Speed Up WordPress Sites  Want to be a Data Scientist?  Introductory JavaScript Made Easy Training Tutorial  Introduction to Google Tools  Basics of Scrum, Agile and Project Delivery  Hot Software Skills for 2016 - Global trends analysis | The Basics of APIs  Marketing - More effective and efficient  Git Started with GitHub  Learn HTML5 Programming From Scratch  Angular 2 Fundamentals with TypeScript  SQL (Beginner)  SharePoint (Intermediate to Advanced Topics)  InfoPath (Beginner) |

**2015**

CompTIA A+ 220-801 - Prepare For The CompTIA A+ 220-801 Exam

How to Write The Ultimate 1 Page Marketing Plan

Social Media Marketing for Total Beginners

Arduino (Variety of topics)

APIs (Beginner)

Drupal (Beginner Series)

JavaScript

ReactJS (Beginner)

Angular (Beginner)

FaceBook Business Pages (Beginner)