**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.

A technical assistant capable of developing and improving processes of an organization. A positive, well-educated professional with experience as a web developer, writing code or managing sites with a CMS.

**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. It 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.*

**Webmaster**

General information about the responsibilities of this role, reserving impact details for bullet points.

* **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

**Project Name:** Description of role, impact and skills demonstrated in the project, and who the project

was for while quantifying, including brands, and describing clearly in whenever possible. (Year)

**Project Name:** Description of role, impact and skills demonstrated in the project, and who the project

was for while quantifying, including brands, and describing clearly in whenever possible. (Year)

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**

|  |  |
| --- | --- |
| 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)