Sue is open to new opportunities in the Anchorage, Alaska area or remote/telecommute from anywhere else.

I am seeking full time work and have over 20 years of experience as an advanced computer user and writer. I have been proven to be detail oriented in determining the requirements for both users and technical staff providing a unique bridge between management and technical staff. Creative in the use of technology to solve problems and create detailed business processes.

Media (1)This position has 1 media

Reverse Job Description

Reverse Job Description

This media is a document

See lessSee less of undefined summary

All-Star profile

111

Who’s viewed your profile

29

Views of your post in the feed

76

Weekly search appearances

Your Articles & Activity

1,032 followers

When one door closes another opens

Sue Darby on LinkedIn

See 2 more articles

How to Get Comfortable with Online Networking - 2Actify

Sue liked

The key word in your job search? ADJUST #Mondaymotivation

Sue liked

I don't post a lot but for some reason I feel compelled to do so now. Last week I had a young man send me a connection request which I accepted. Shortly afterwards I received a message from him asking for some help in getting started on a career in project management. I gave him some advice on how to get started and even suggested that he get involved with some of the local PMI chapters. In addition, I sent his profile along to a few recruiters I know and asked them to do what they could to help him. To me this was not a big deal and I was glad to help him out because I too was once looking for help. A day or two later and he has received phone calls from some of the people I put him in touch with. He said that it really meant a lot that I took the extra time to introduce him to some of my recruiter contacts. He said that he asked over 150 people to help and most people didn't even bother to respond. What?! Isn't that what LinkedIn is supposed to be all about? Shouldn't we be helping each other? What's the point in accepting a request if you aren't going to interact with that person? Come on people, have a heart and help your fellow man! #Copied #Pasted from Jamie Andrews, PMP, CSM, CSPO

Sue liked

See all activity

Experience

Add new position

Edit position Senior Services Technician Reorder position {:name} State of Alaska

Senior Services Technician

Company NameState of Alaska

Dates EmployedMay 2008 – Present Employment Duration9 yrs 3 mos

LocationAnchorage, Alaska Area

Available 2 weeks notice!

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program. This position provides support and assistance to program managers and is responsible for program specific work of a senior service oriented agency, develops and maintains systems to track certification information and prepares reports for professional staff which are used internally and externally. The position serves a key role in the Provider Certification Unit as related to regulatory compliance, client health and safety, and continuous quality improvement.

Key Contributions

Certification

• Process 1500+ incoming applications, distribute to reviewers and issue reminder letters to providers who are untimely

• Sort and filter 500+ emails monthly ensuring each is categorized correctly for processing by myself or team members

• Process over 5,000 files for archives or off site storage equaling over 160 cubic feet of paper

• Master user for MS Office 2003-2013 including testing of newer computer builds for IT as super user

Compliance

• Participates in planning and developing system work orders to improve systems support for the unit.

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

• Maintain calendar and email management for team tracking during travel

"Other Duties as Assigned"

• Builds & maintains UMLs of unit processes, writes or updates written processes as assigned

• Unit SharePoint Administrator and Manager building tools to track processes that internal DS3 database does not currently

• SME called on to define unit needs for reporting in new database system during development stages

Promotion in 2014

See www.sue-a-darby for details on older SOA positions

Edit position Owner, Designer, Web Master Reorder position {:name} Sue's Tiny Costumes

Owner, Designer, Web Master

Company NameSue's Tiny Costumes

Dates EmployedSep 1995 – Present Employment Duration21 yrs 11 mos

No solicitations please!

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Sue Darby owns and operates the business and has since 1996. She has published 2 books to the Library of Congress "Pattern Drafting for Miniatures" and "Pattern Making for Dolls". In addition to these books she has self-published over 100 patterns for dolls and been featured multiple times in doll and miniature magazines. Each pattern takes many hours of planning and work from design concept, to measuring and drafting the pattern for the doll both by hand and by computer, to testing the pattern and writing the technical instructions for others to complete the same design. Beyond these basics for each pattern are diagrams of sewing techniques and photography of the finished items for both the pattern and for her website, social media channels and other marketing material.

Key Contributions

• Project planning of technical books and patterns

• Project management of pattern drafting projects

• Published author of 2 books and over 100 sewing patterns

• Photography of finished items for patterns and website

• Website design, development and management including new content and security

Awards & Publications

• International Doll Magazine, Pattern Consultant 6 published patterns 2004-2005

• Dolls In Miniature- article 2005

• Doll Castle News- article 2005

• State Fair 2005 Little Bo Peep and her Sheep (Kitty Collier & Tiny Betsy)

Edit position Business Consultant Reorder position {:name} Alaska Office Specialists

Business Consultant

Company NameAlaska Office Specialists

Dates EmployedOct 2008 – Present Employment Duration8 yrs 10 mos

Locationwww.alaskaos.com

No solicitations please!

Alaska Office Specialists started as a virtual assistant service and has morphed into a website management service for craft businesses. Sue Darby who owns and operates the business uses her unique skill set to build and manage websites for other businesses who sell or make crafts. This can include hosting sites or updating already built sites. It is her experience with her own craft businesses that gives her the insight necessary to keep a crafting business site running.

Key Contributions

• WordPress management, installation, updates and security of 10+ sites

• HTML editing and scratch coding including using Bootstrap Framework or other systems

• CSS editing and scratch coding using various frameworks

• JavaScript including node.js and angular

• FTP management of websites

• Social Media management including Facebook, Twitter and LinkedIn both manually and with Hootsuite

• Manage content on cloud based services such as DropBox, Google Drive, Toodledo and others

Edit position Webmistress iA3

Webmistress

Company NameiA3

Dates EmployedOct 2015 – Dec 2016 Employment Duration1 yr 3 mos

LocationAnchorage, Alaska Area

Recruited to work on iA3’s website during the start up phase for website management and content development

Key Contributions

• Setup and configuration of theme, home page, privacy policy and additional content

• Facebook and Twitter account management

• Gaining technical knowledge and expertise regarding the hardware and software of the iA3 EdgeBrain a micro PC controlling industrial level water systems

Media (2)This position has 2 media

iA3.io - A Complete Industrial Internet of Things Solution

iA3.io - A Complete Industrial Internet of

Things Solution

This media is a link

Joe meets iA3

Joe meets iA3

This media is a video

Edit position Office Assistant II State of Alaska

Office Assistant II

Company NameState of Alaska

Dates EmployedMay 2008 – Feb 2014 Employment Duration5 yrs 10 mos

LocationAnchorage, Alaska Area

Transitioned to the Senior Services Technician in 2014 as the work as an Office Assistant II became more complex than the position allows.

Administrative support for 10-15 professionals providing tasks such as mail outs, mail merges, email management and filing support. Also provided team leadership to Department of Vocational Rehabilitation and Mature Alaskans Seeking Skills Training participants teaching a variety of clerical and computer skills and offering assistance as necessary. Progressed from a level I to a level II Office Assistant within about a year of starting with the State of Alaska. Quickly became a sought out subject matter expert in Excel, archiving, SharePoint and certification application processing.

Key Contributions

• Responds to and takes appropriate action when within prescribed parameters, redirects to the correct professional staff when beyond knowledge base or those parameters, routes various emails to specific professional staff for decisions and action.

• Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants.

• Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.

• Database management, maintains systems to ensure data integrity.

• Serves as lead in selecting, training and oversight of DVR, MAAST and administrative support

• Provides support and maintenance of the unit`s copiers, fax machines and other machinery in the office.

• Prepares materials for dissemination to providers, including recertification notifications

• Keeps Provider Certification records and files organized and complete.

• Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.

• Provides detailed information on program regulations; advises the public on program applicability and requirements

Edit position Career Development Mentor &amp; Computer Instructor Nine Star Education & Employment Services

Career Development Mentor & Computer Instructor

Company NameNine Star Education & Employment Services

Dates EmployedApr 2006 – Apr 2008 Employment Duration2 yrs 1 mo

LocationAnchorage, Alaska Area

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

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

See fewer positions

Education

Add new education

Edit education Charter College Reorder education {:name} Charter College

Charter College

Degree Name Bachelors/Associates Field Of Study Business Management Practice & Office Applications

Dates attended or expected graduation 2006 – 2009

Activities and Societies: Dean's List, Alpha Beta Kappa, Alpha Gamma Sigma

Bachelors– Alpha Beta Kappa

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

Media (1)This position has 1 media

Awards & Certifications

Awards &

Certifications

This media is a document

Edit education OSTraining &amp; Udemy Reorder education {:name} OSTraining & Udemy

OSTraining & Udemy

Degree Name Technolgy Field Of Study Tech, Personal & Professional Development

Dates attended or expected graduation 2016

Media (1)This position has 1 media

Continuing Education Certificates

Continuing Education

Certificates

This media is a document

Edit education Free Code Camp Reorder education {:name} Free Code Camp

Free Code Camp

Degree Name Full Stack Web Development Certification Field Of Study Computer Software Engineering

Dates attended or expected graduation 2016 – 2017

Continuing Education courses in HTML, CSS, jQuery and programming studies

See more education

Volunteer Experience

Add new volunteer experience

Edit volunteer experience Volunteer AmeriCorps

Volunteer

Company NameAmeriCorps

Dates volunteeredApr 2006 – Apr 2008 Volunteer duration2 yrs 1 mo

Cause Social Services

Endorsed by 2 of Sue’s colleagues at State of Alaska

WordPress See 22 endorsements for WordPress 22

Endorsed by Keith Cash and 1 other who is highly skilled at this

Analysis See 18 endorsements for Analysis 18

Tina Matney and 17 connections have given endorsements for this skill

Sue is also good at…

Data Analysis See 11 endorsements for Data Analysis 11

Web Development See 7 endorsements for Web Development 7

Business Analysis See 8 endorsements for Business Analysis 8

Business Process Design See 8 endorsements for Business Process Design 8

Process Improvement See 5 endorsements for Process Improvement 5

Problem Solving See 7 endorsements for Problem Solving 7

Training See 52 endorsements for Training 52

HTML See 8 endorsements for HTML 8

CSS See 6 endorsements for CSS 6

Project Management See 10 endorsements for Project Management 10

Documentation See 6 endorsements for Documentation 6

Project Planning See 8 endorsements for Project Planning 8

Strategic Planning See 19 endorsements for Strategic Planning 19

Databases See 9 endorsements for Databases 9

Content Management See 6 endorsements for Content Management 6

Writing See 10 endorsements for Writing 10

Management See 34 endorsements for Management 34

Editing See 25 endorsements for Editing 25

Research See 16 endorsements for Research 16

Time Management See 9 endorsements for Time Management 9

Troubleshooting See 11 endorsements for Troubleshooting 11

Microsoft Office See 31 endorsements for Microsoft Office 31

Social Media Marketing See 6 endorsements for Social Media Marketing 6

Quality Assurance See 6 endorsements for Quality Assurance 6

Human Resources See 8 endorsements for Human Resources 8

SEO See 7 endorsements for SEO 7

Marketing See 17 endorsements for Marketing 17

Web Design See 18 endorsements for Web Design 18

SharePoint See 14 endorsements for SharePoint 14

Customer Service See 8 endorsements for Customer Service 8

Social Media See 5 endorsements for Social Media 5

Event Planning See 4 endorsements for Event Planning 4

Marketing Strategy See 3 endorsements for Marketing Strategy 3

Event Management See 5 endorsements for Event Management 5

Visio See 19 endorsements for Visio 19

Organizational Development See 4 endorsements for Organizational Development 4

Policy See 5 endorsements for Policy 5

Business Development See 5 endorsements for Business Development 5

Mentoring See 4 endorsements for Mentoring 4

Access See 9 endorsements for Access 9

Marketing Communications See 3 endorsements for Marketing Communications 3

Team Building See 11 endorsements for Team Building 11

Social Networking See 29 endorsements for Social Networking 29

Leadership See 10 endorsements for Leadership 10

Nonprofits See 2 endorsements for Nonprofits 2

Software Documentation See 13 endorsements for Software Documentation 13

Dreamweaver See 5 endorsements for Dreamweaver 5

Collapse courses section

Courses

Edit course Advanced Web Development

Course nameAdvanced Web Development

Edit course Archiving Basics State of Alaska

Course nameArchiving Basics State of Alaska

Edit course Basic Care Coordination Training for QA State of Alaska

Course nameBasic Care Coordination Training for QA State of Alaska

Edit course Basics of Scrum, Agile and Project Delivery

Course nameBasics of Scrum, Agile and Project Delivery

Edit course COGNOS

Course nameCOGNOS

Edit course CSS

Course nameCSS

Edit course HIPAA Security 2008-2014 State of Alaska

Course nameHIPAA Security 2008-2014 State of Alaska

Edit course HTML 5

Course nameHTML 5

Edit course Introduction to Office 2007 State of Alaska

Course nameIntroduction to Office 2007 State of Alaska

Edit course Introduction to Share Point with Lab State of Alaska

Course nameIntroduction to Share Point with Lab State of Alaska

Edit course Introduction to Supervisor Training State of Alaska

Course nameIntroduction to Supervisor Training State of Alaska

Edit course Introductory JavaScript

Course nameIntroductory JavaScript

Edit course MYSQL

Course nameMYSQL

Edit course Marketing

Course nameMarketing

Edit course Operations Management

Course nameOperations Management

Edit course PHP

Course namePHP

Edit course Project Management

Course nameProject Management

Edit course Research Methodolgies

Course nameResearch Methodolgies

Edit course Statistics

Course nameStatistics

Edit course Technical Writing

Course nameTechnical Writing

Collapse certifications section

Certifications

Edit certification Try Git

TitleTry Git

Certification Date Dec 2016 – Present

Code School

Certification authorityCode School

See certificate Try Git

Edit certification MSOE: Microsoft Excel 2003 Expert

TitleMSOE: Microsoft Excel 2003 Expert

Certification Date Mar 2009 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOE: Microsoft Excel 2003 Expert

Edit certification Microsoft Office Master

TitleMicrosoft Office Master

Certification Date Mar 2009 – Present

Microsoft

Certification authorityMicrosoft

Edit certification MSOE: Microsoft Word 2003 Expert

TitleMSOE: Microsoft Word 2003 Expert

Certification Date Nov 2007 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOE: Microsoft Word 2003 Expert

Edit certification MSOS: Microsoft Access 2003

TitleMSOS: Microsoft Access 2003

Certification Date Nov 2007 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOS: Microsoft Access 2003

Edit certification MSOS: Microsoft PowerPoint 2003

TitleMSOS: Microsoft PowerPoint 2003

Certification Date Oct 2007 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOS: Microsoft PowerPoint 2003

Edit certification MSOS: Microsoft Excel 2003

TitleMSOS: Microsoft Excel 2003

Certification Date Sep 2007 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOS: Microsoft Excel 2003

Edit certification MSOS: Microsoft Word 2003

TitleMSOS: Microsoft Word 2003

Certification Date Mar 2007 – Present

Microsoft

Certification authorityMicrosoft

See certificate MSOS: Microsoft Word 2003

Edit certification Try Git

TitleTry Git

Code School

Certification authorityCode School

See certificate Try Git

Projects

Edit project Compliance Checklist Tool

Project nameCompliance Checklist Tool

Mar 2017 – Present

Project descriptionConsolidation of a series of individual tools to make it faster for the Compliance team to do On Site Reviews for Settings.

Excel based tool includes procedures for use, historic data and demographics, checklist of Met or Not Met requirements programmed in VB.net to be a long or short list based on choices and a section for compiling results to transfer into Notices to Correct to send back to the providers for corrective actions.

Requirements were gathered based on what the team needed to accomplish. The design and programming elements were based on a current Certification Checklist that is more complex but has many of the desired elements. The compilation section is still under development but the main portion of the tool will be deployed 2 weeks after conception.

Some issues discovered and solved included compatibility issues between Office 2013 and Office 2010 which were solved in cooperation with IT staff and included simply upgrading all users to Office 2013.

Edit project Application Tracking System with SharePoint

Project nameApplication Tracking System with SharePoint

Apr 2015 – Present

Project descriptionCreated a interim data tracking system using SharePoint to measure the time frames for processing applications. The current in house database does not have this function and the new system is not completed yet. I trained co-workers in use of various views and troubleshoot system as necessary as site admin.

System is used for generating reports on where applications and changes are in the processes. This system is being used as inspiration and a guide for building a new report within the new database system going live in 2017.

Edit project Electronic Folder Organization

Project nameElectronic Folder Organization

Mar 2014 – Present

Project descriptionDevelop a standardized electronic folder system to organize notices, scanned applications and other documentation required for provider certification and compliance. Setup folders, migrate information with IT assistance to new folder system and ensure remainder of unit complies with new standards training and providing assistance and guidance as needed.

Edit project Archives

Project nameArchives

May 2008 – Present

Project descriptionAs the division subject matter expert I have had a hand in the developent 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.

As of October 11, 2016 I just finished the 153rd box of archiving for a total of 5,157 files that I or team mates have entered. I have 6 boxes left that are not in the system... yet.

Edit project Habilitation Homes Project

Project nameHabilitation Homes Project

May 2010 – Dec 2015

Project descriptionProvider 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.

See project Habilitation Homes ProjectSee project

Edit project Self Published Author

Project nameSelf Published Author

Jun 2001 – Jun 2001

Project descriptionI 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.

See project Self Published AuthorSee project

Edit project Professional Curriculum Vitae

Project nameProfessional Curriculum Vitae

Jan 1994 – Jan 1994

Project descriptionWebsite which showcases skills in web development, marketing, technical writing, programming languages, software, project planning and management as well as further details about work history.

See project Professional Curriculum VitaeSee project

Collapse publications section

Publications

Edit publication Pattern Consultant

publication titlePattern Consultant

publication date Jun 2005 publication description International Doll Magazine

publication descriptionMultiple articles in bi-monthly doll magazine including Little Bo Peep, Wedding Gown and "Dirty Dancing" inspired dresses for several dolls

Edit publication Published Patterns

publication titlePublished Patterns

publication date Jun 1, 2004 publication description Dolls In MIniature

publication descriptionPattern for miniature smocked baby dress for 1/12 scale doll.

Edit publication Pattern Making for Dolls

publication titlePattern Making for Dolls

publication date Jun 1, 2001 publication description Copyright

publication descriptionStep-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.

See publication Pattern Making for Dolls

Edit publication Pattern Drafting for Miniatures

publication titlePattern Drafting for Miniatures

publication date Jun 1, 2001 publication description Copyright

publication descriptionLibrary of Congress http://lccn.loc.gov/2004540327

See publication

Collapse honors & awards section

Honors & Awards

Edit honor Alpha Beta Kappa Honors Society, Charter College, Anchorage, AK

honor titleAlpha Beta Kappa Honors Society, Charter College, Anchorage, AK

honor date May 2009

honor descriptionLife Honors Society for 3.85 GPA

Edit honor Microsoft Office 2003 Master, Nine Star Education &amp; Employment Services, Anchorage, AK

honor titleMicrosoft Office 2003 Master, Nine Star Education & Employment Services, Anchorage, AK

honor date Apr 2009 honor issuer Microsoft

honor descriptionCompleted 6 tests for Microsoft office which high passing scores. 2 years of Americorps service as a computer instructor but did not seek Master Instructor despite being eligible for it.

Edit honor Dean’s List, Charter College, Anchorage, AK

honor titleDean’s List, Charter College, Anchorage, AK

honor descriptionEvery semester for high GPA