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| 907-746-5978 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 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.

**Employment History**

**May 2008 to Present**

***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
* 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**

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| **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 |
| **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**

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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 |

**Professional Qualifications**

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| **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**

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| **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**

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| [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) |

**Blogs**

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| --- | --- | --- |
| [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 |