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.

Experience

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.

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

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

Owner, Designer, Web Master

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.

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

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)

Business Consultant Reorder position {:name} Alaska Office Specialists

Edit position Office Assistant II State of Alaska

Office Assistant II

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.

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

Career Development Mentor & Computer Instructor

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

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

Awards & Certifications

Awards &

Certifications

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

WordPress

Analysis

Data Analysis

Web Development

Business Analysis

Business Process Design

Process Improvement

Problem Solving

Training

HTML

CSS

Project Management

Documentation

Project Planning

Strategic Planning

Databases

Content Management

Writing

Management

Editing

Research

Time Management

Troubleshooting

Microsoft Office

Social Media Marketing

Quality Assurance

Human Resources

SEO

Marketing

Web Design

SharePoint

Customer Service

Social Media

Event Planning

Marketing Strategy

Event Management

Visio

Organizational Development

Policy

Business Development

Mentoring

Access

Marketing Communications

Team Building

Social Networking

Leadership

Nonprofits

Software Documentation

Dreamweaver

Advanced Web Development

Archiving Basics State of Alaska

Basic Care Coordination Training for QA State of Alaska

Basics of Scrum, Agile and Project Delivery

COGNOS

CSS

HIPAA Security 2008-2014 State of Alaska

HTML 5

Introduction to Office 2007 State of Alaska

Introduction to Share Point with Lab State of Alaska

Introduction to Supervisor Training State of Alaska

Introductory JavaScript

MYSQL

Marketing

Operations Management

PHP

Project Management

Research Methodolgies

Statistics

Technical Writing

Try Git

Microsoft Excel 2003 Expert

Microsoft Office Master

Microsoft Word 2003 Expert

Microsoft Access 2003

Microsoft PowerPoint 2003

Microsoft Excel 2003

Try Git

Compliance Checklist Tool

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.

Application Tracking System with SharePoint

Created 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.

Electronic Folder Organization

Develop 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.

Archives

As 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.

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.

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.

Professional Curriculum Vitae

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

Pattern Consultant

International Doll Magazine

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

Published Patterns

Dolls In MIniature

Pattern for miniature smocked baby dress for 1/12 scale doll.

Pattern Making for Dolls

publication date Jun 1, 2001 publication description Copyright

Step-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.

Pattern Drafting for Miniatures

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

Life Honors Society for 3.85 GPA

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

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

Completed 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.

Dean’s List, Charter College, Anchorage, AK