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|  | **Nine Star Enterprises**  **Education & Employment Services**  ***Developing Alaska’s Workforce*** |  | **Sue Darby**  ***Employment Mentor/Computer Instructor*** |

**Qualifications Summary**

*Sue Darby, an AmeriCorps Member, works in the Career Development Center of Nine Star Education and Employment Services. Sue brings 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. As an independent instructor in distance education pattern drafting for two years, Ms. Darby developed innovative techniques for teaching students overcoming significant barriers. Sue applies these skills as she assists clients in their efforts to rejoin the workforce in the Anchorage area. Ms. Darby is currently working towards her Bachelor’s in Business Management & Information Technology and Office Applications at Charter College.*

# Related Experience

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| **Computer Instructor** | * Develop class curriculum according to general guidelines * Teach computer classes to small groups * Aid students in preparation for the Microsoft Office Specialist exams * Answer student questions about various computer software packages |
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| **Employment 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 |
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| **Administrative Assistant** | * Streamlined Management Information Systems input, reduced time consumption by 50% * Created templates used for generating reports * Inputted confidential client information into File Maker Pro via Citrix * Collaborated with coworkers and supervisors concerning ways to streamline administration * Answered phones and addressed questions from the public * Communicated electronically with case managers concerning client attendance and progress * Created paper files on each client and updated files regularly |
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| **Event Coordinator** | * Generated sales through classes, demonstrations, community outreach * Scheduled events for children; instructed various classes; maintained in-store event standards * Planned and facilitated corporate classes, demonstrations, and workshops |
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| **Business Owner** | * Developed, maintained and marketed websites; designed, developed, and marketed products * Established positive and consistent customer relations * Developed and delivered distance education curriculum to special needs students |

# Relevant Work History

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| **Employment Mentor** | Nine Star Education and Employment Services | Anchorage, AK |
| **Computer Instructor** | Nine Star Education and Employment Services | Anchorage, AK |
| **Business Owner** | Sue’s Tiny Costumes | Anchorage, AK |
| **Events Coordinator** | Michael’s Arts & Crafts | Portland, OR |

# Education

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| **Business Management/Technology** (in progress) | Charter College | Anchorage, AK |
| **Website Development & Design** | GNC Web Creations | Water Valley, MS |
| **Business Marketing** | University Alaska Southeast | Juneau, AK |
| **Certificate – Fashion Design** | Solano Community College | Suisun, CA |
| **Fashion Design** | Brooks College Fashion Design | Long Beach, CA |

# Licenses and Certifications

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| **Microsoft Office Suite 2003 Specialist** | Nine Star Education & Employment | Anchorage, AK |
| **Microsoft Word, Power Point & Access 2002** | National Computer Science Academy | Dallas, TX |
| **First Aid/CPR** | American Red Cross | Anchorage, AK |