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| ***Sue Darby*** | |
| ***907-707-5654***  ***sue@sueadarby.com***  ***www.sueadarby.com***  ***Anchorage, Alaska area only please.*** | |
| ***Sue*** is a specialist at bridging the gap between business managers and IT professionals, working with both users and developers. She excels at identifying execution steps, building processes and diagrams. | |
| ***Achievements*** | |
| * Maintain and quality control 1500+ files ensuring all items required by regulation are present in folders * Create and maintain system generated reports for tracking applications for service applicants, waivers, onsite reviews, and other quality assurance processes. * Provides technical assistance to applicants and providers regarding application process, setting up additional accounts, and corresponding with the fiscal agent for billing purposes. * Improve workflow process by 66% through use of technology * Build Master Site Review Tool improving data collection and notification efficiency by 85% * Maintain calendar and email management for team tracking during travel * Builds & maintains (UML) Universal Modeling Language diagrams of unit processes, writes or updates written processes as assigned * Archives subject matter expert and SharePoint site Administrator working with IT for improvements and troubleshooting issues * Subject matter expert called on to define unit needs for reporting in new database system during development stages * Teach online and in person classes for pattern drafting and beginning to intermediate computer skills * Provide detailed technical assistance to members of the public * Reduce Management’s information systems data entry 50%; improved time management * Develop & update training material, teach & tutor classes from Introduction to Computers to MS Office Certification; curriculum development & delivery of online classes * Website design, development, & marketing; hand coded & Word Press based websites * Published works: Books: Pattern Drafting for Miniatures & Pattern Making for Dolls * Published works: Magazines: International Doll Magazine, Doll Castle News, Dolls, Bears & Anywears, Dolls In Miniature * Published works: 100 sewing patterns including testing, photography, technical writing & final production of hardcopy & electronic versions | |
| ***Experience*** | |
| *Senior Services Technician ~* State of Alaska ~ 2008 – Present*Computer Instructor & Career Development* ~ Nine Star Education & Employment ~ 20062008*Technical Writer/Webmaster/Author/Owner ~* Alaska Office Specialists/Sue's Tiny Costumes ~ 1995 – Present | |
| ***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 | |
| ***Additional Skills*** | |
| * Archiving * Business * Data Tracking * Driven to excellence * HIPAA * Marketing * MS Visio * Office 2010 * Operations Management * Proactive time management * Problem Solving * Procedure writing * Project Management * Project Management * Self-motivated * Statistics * Strong work ethic * Supervisor Training * Technical Writing * Telecommunications * Tracking systems development * Tracking systems management | * CSS * Data Analytics * HTML * JavaScript * Management Information Systems * Microsoft Access * Microsoft Excel * Microsoft Outlook * Microsoft PowerPoint * Microsoft Publisher * Microsoft SharePoint * Microsoft Visio * Microsoft Word * MYSQL/SQL * Perl * SharePoint * Technical Writing * Universal Modeling Language (UML) * VisualBasic.NET/Basic A * WordPress |
| linkedin.com/in/suedarby | |