***Sue Darby***

**Highlights**

I am **Master Certified** in MS Office 2003. Frequently, I am training and offering assistance with the Office 2007 Suite of programs within the Division of Senior & Disabilities Services. My clientele range from the Director to our volunteer staff. I am very patient and can teach possibly anyone. Though I am constantly busy with new projects, I have a knack for reducing the time and increasing the efficiency of, established and new processes through brainstorming and trying new ideas. My approach takes an overall view of the goals as outlined by senior management and evaluates how other co-workers fit in the process.

My current projects include the development of training materials and the training of co-workers and volunteer staff in Archiving Procedures, division wide, which are, in addition to my regular duties.

**Employment History**

**May 2008 to Present**  
***Office Assistant II***  
State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of  MASST & DVR Volunteers
* Support staff for Quality Assurance Unit of fifteen professionals
* Analyze systems to make work flow more productive
* Organizing training sessions which include; Materials gathering, staff/location coordination, equipment setup
* Screen Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, peripherals, setup for presentations
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**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%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**Career Development Mentor**

* Teach  goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**1996 to Present**  
***Owner of Sue’s Tiny Costumes***  
Internet Based

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for  pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

**Volunteer Work**

**2004** Chugiak Children’s Services Head Start **-Classroom Aide**  
**2003** [www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer**  
**2003** [*www.minidolllist.com*](http://www.minidolllist.com/) - **Graphic Designer**

**Education**

|  |  |
| --- | --- |
| 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 |
| March 2007 to March 2009 **Microsoft Office Specialist/Expert Excel 2003** **Microsoft Office Specialist/Expert Word 2003** **Microsoft Office Specialist Power Point 2003** **Microsoft Office Specialist Access 2003** | 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) |  |
| [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 |