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| C:\Documents and Settings\Sue\Desktop\SD_logo_6-2013.png | Sue Darby  907-334-2639 Work  907-746-5978 Home | 900 Josh Dr  Palmer, AK 99645  sue@sue-a-darby.com | | | | |
|  | www.sue-a-darby.com | | | | | |
|  |  | | | | | |
| Master Certified MS Office 2003  MS Office 95-2010  MS Project  MS Visio  MS SharePoint 2007-2010,  OneNote  Adobe Pro X & XI  Document Design & Formatting  Corel Draw Suite  UML  Visio  Streamline Administrative Processes  Database Improvements  Data Tracking  Report Processes  Project Management  Task Management  Goals  Budgets  Timelines  GANTT Charts  Technical Writing  Web Master  Marketing  Business Owner  HTML  CSS  JavaScript  Perl  Visual Basic  Product Design & Development | Profile | | | | | |
|  | Sue is a specialist at bridging the gap between business managers and IT professionals, helping both groups to understand and explain requirements for both users and developers. She excels at identifying execution steps, building processes and diagrams with detailed instructions for use. She is seeking a position as a Technical Writer or a business communications position where she can use her skills with multiple types of software and precise written and oral communications for the benefit of the company. | | | | | |
|  | Notable Achievements & Skills | | | | | |
|  | * Effectively explain ideas & information to both technical & non-technical users * Convert New Provider Certification Application to fill in PDF for public use * Design & implementation of the “Habilitation Homes Project” to connect licensed homes with recipients & certified agencies; original “Critical Incident Report Tracking” system and statistics generation * Design improved filing & labeling system, archive process, electronic file system, document naming structure, letter template editing & standardization * Design charts & graphs for Unit, Department, State & Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread & edit technical documents * Develop process for archival & offsite storage of files including training materials & procedure development * Develop plan to create database connections for previously invisible information working with management & IT * Reduce Management’s information systems data entry 50%; improved time management * Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”,  & “Dolls In Miniature” * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products * Website design, development, & marketing including hand coded & Word Press based websites * Curriculum development & delivery of online classes | | | | | |
|  | Experience | | | | | |
|  | State of Alaska, Division of Senior & Disabilities Services  Quality Assurance, Provider Certification & Compliance  Administrative Clerk II, Office Assistant I, Office Assistant II | | | | Anchorage, AK  May 2008-Present | |
|  | Nine Star Education & Employment Services  Career Development Center Mentor & Computer Instructor | | | Anchorage, AK  April 2006-April 2008 | | |
|  | Sue’s Tiny Costumes  Business Owner & Webmaster | | Sept 1996-Present  www.suestinycostumes.com | | | |
|  | Education & Training | | | | | |
|  | 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 | | | | | 2009 |
|  | Microsoft Office Master Certification  Word, Excel, Access, PowerPoint | | | | | 2009 |
|  | Introduction to SharePoint | | | | | 2011 |
|  | SharePoint for Site Owners & Power Users | | | | | 2013 |