**Sue Darby**

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*900 Josh Dr, Palmer, AK 99645*

Technical Writer

# Summary

Adept with formatting programs, content management systems, office suites and code. Sue excels at improving workflows and documenting processes. She is known for her ability to accomplish assignments and projects on time thanks to her love of task lists and project management skills. She is a collaborative team member, getting along well with people around her. She is a great asset to a team!

# Achievements

* 66% increase in workflow via macro design, programming, development and implementation
* 60% refinement in workflow from development of macro-based checklist tool, trained staff to maintain tool
* 74% time gain for team from programming of tool to track certification process
* 85% increase in data collection, clean up & notification efficiency
* Appointed SharePoint Administrator for 2 sites to develop tools, including technical documentation
* Present technical topics to non-technical and technical users in easy to understand language
* Install, setup, manage content creation and maintain look, security and functionality of 10+ websites
* Successful project planning, management of 2 technical books & 100 patterns, articles in 4 magazines
* Organize, develop and teach basic sewing classes, online pattern drafting courses, computer courses
* 50% improved time management; reduce management’s information systems data entry
* Create 10+ document templates used for generating reports following company style guide
* 50% increase in streamlining administrative processes

# Skills

* [Technical Writing](http://suestinycostumes.com/pattern-drafting-crash-course-for-a-child-doll)
* Project Management
* Digital, Verbal & Written Communication
* Problem Solving
* [HTML, CSS, JavaScript](http://www.alaskaos.com/web-development-history/), PHP, XML, JSON
* Visual Studio Code
* [Visio, Star UML](http://www.sue-a-darby.com/umls/), Universal Modeling Language
* Microsoft Office, Adobe Acrobat

[Visual Basic.NET](http://www.alaskaos.com/m4-mass-mail-merge-macro/), [WordPress](http://www.alaskaos.com/web-development-history/), [SharePoint](http://www.sue-a-darby.com/learning/projects.php), [Adobe Pro](http://www.alaskaos.com/date-stamping-in-adobe/), [PHP](http://www.sue-a-darby/learning/index.php), [Self-motivated,](http://www.sue-a-darby/learning/cont-ed.php) [Google Drive Office Suite](http://www.sue-a-darby.com/where-do-i-or-have-i-used-these-programs/), WAMP, Perl, BASIC A, MYSQL, PHPMyAdmin, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, Evernote, Toodledo, Gmail, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack, Document Management, Attention to Details, Mentor Team Members, WooCommerce, Trello, Customer Centric Service, Content Management & WordPress, Self-Motivated

# Experience

**Technical Writer ~** [Alaska Office Specialists](http://www.alaskaos.com/) [www.alaskaos.com](http://www.alaskaos.com) ~ 2008-Current ~ Palmer, AK

Technical Writer & Published Author ~ Sue’s Tiny Costumes www.suestinycostumes.com ~1995-Current ~ Palmer, AK

**Member ~** Amtgard, Kingdom of Northreach ~ 2018-Current

**Secretary ~** Alaska Coalition for Telehealth & Telemedicine [www.akctt.org](http://www.akctt.org) ~ 2017-Current

**Senior** **Services** **Technician** **~** State of Alaska ~ [www.alaska.gov](http://www.alaska.gov) ~2008 - 2017~Anchorage, AK

**Computer Instructor & Career Development ~ Nine Star Education & Employment** [www.ninestar.org](http://www.ninestar.org) ~2006 – 2008

# Education

**Charter College** ~ 2009 ~ Alpha Beta Kappa, Dean’s List

B.S. Degree in Business Management & Technology: Concentration in Business Applications

B.S. Degree in Business Management & Technology

A.S. Degree in Computer Science: Concentration in Business Applications

A.S. Degree in Business Management Practice

Microsoft Office Master Certification

# Courses

JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint, Unity/C#