**Sue Darby**

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Palmer, AK 99645

[sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)

**Anchorage Alaska Area or Remote Only** www.sue-a-darby.com

**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!

**Qualifications**

* Digital Verbal & Written Communication
* Problems Solving, Workflow Development & Improvement
* Technical Writing & Project Management
* HTML, CSS, JavaScript, MySQL, Sass, VB.NET, XML, JSON

**Skills**

Customer Centric Service, Self-Motivated, Document Management, Attention to Details, Mentor Team Members, Time Management, Organization Skills, 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, WooCommerce, Trello, Content Management, WordPress, Google Analytics, FTP, SharePoint

**Achievements**

* 66% increase in workflow via macro design, programming, development, documentation 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

**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

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

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