***Sue Darby***

907-746-5978

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

[www.sue-a-darby.com](http://www.sue-a-darby.com)

***S***ue 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. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue is seeking a position using multiple types of software and precise written and oral communications for the benefit of the company.

## Skills

**Office Suites:** Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007- 2010, OneNote, Open Office, Adobe Pro X and XI

**Databases:** MMIS, DS3, Citrix, Access, Enterprise

**Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

**Operating Systems:** Windows 3.1-7, DOS 3.3, Ubuntu; Android

**Open Source:** KingSoft Office, Open Office

**Cloud Based:** Evernote, Toodledo, Gmail, Google Drive, Dropbox, TweetDeck, Hootsuite

**Social Media:** Facebook, Twitter, G+, GitHub, Pinterest, YahooGroups, Webrings

**CMS:** WordPress, Drupal, Dreamweaver

**Programming Languages:** HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A

## Technical Achievements

* Design and implementation of projects. “Habilitation Homes Project” &“Critical Incident Report Tracking
* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Manage social media accounts, (FaceBook, Twitter, Pinterest, YahooGroups, Webrings) website and marketing of patterns and books
* Website design, development, including hand coded and Word Press based websites
* Gather data and develop monthly statistic tracking and reporting for internal use and grant reporting (Darby Report)

## Management Achievements

* Lead, train and delegate tasks to clerical staff (up to 3 on team)
* Analyze skills and issues of career seekers for position matching, resumes, cover letters, and interviews

## Writing Achievements

* Copyright, publish books and patterns
* Develop and continually improve administrative and unit processes
* Research and write resumes and Curriculum Vitae; assist clients in successfully attaining goals
* Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

## Administrative Achievements

* Reduce Management’s information systems data entry 50%; improved time management
* Screen incoming applications to ensure completeness

## Experience

*Sue’s Tiny Costumes* Owner Oct 1995-Present

*State of Alaska, Division of Senior & Disabilities Services, Provider Certification and Compliance/Quality Assurance*

Senior Services Technician Feb 2014-Present

Office Assistant II Nov 2011-Feb 2014

Admin Clerk II May 2008-Nov 2011

*Alaska Office Specialists* Owner Oct 2008 -Present

*Books, Music & More* Owner Oct 2008 -Present

*Coffee Institute* Owner Oct 2008 –Present

*Nine Star Education & Employment* Career Development Mentor & Computer Instructor Apr 2006-Apr 2008

***Volunteer Experience***

Alaskans for Palmer Hay Flats CCS Headstart

## Education

**Charter College Bachelors of Science– Alpha Beta Kappa 3.85 GPA 2009**

***Bachelors of Science Degree*** *- Business Management and Technology: Concentration in Business Applications*

***Bachelors of Science Degree*** *- Business Management and Technology*

***Associate of Applied Science Degree -*** *Computer Science: Concentration in Business Applications*

***Associate of Applied Science Degree*** *- Business Management Practice*

***Certificate*** *- Computerized Office Associate*

***Certificate*** *- Computerized Office Specialist*

# Website Development and Design

GNC Web Creations

# Business Marketing

University Alaska Southeast Juneau, AK

# Fashion Design (Certificate)

Solano Community College Suisun, CA Brooks College Fashion Design

# Certifications

**Microsoft Office 2003 Master**

Nine Star Education and Employment Anchorage, AK

# Training

Archiving Basics State of Alaska 2012

Introduction to Share Point with Lab State of Alaska 2011

HIPAA Security 201 State of Alaska 2011

Introduction to Supervisor Training State of Alaska 2011

Basic Care Coordination Training for QA State of Alaska 2010

Introduction to Office 2007 State of Alaska 2009

# Organizations, Memberships and Workshops

Balancing Life and Work John Parker Novel Install Fest IT Expo

AmeriCorps Conference National Association for Community Volunteerism Association of Information Technology Professionals Charter College