**PROFESSIONAL EXPERTISE**

|  |  |
| --- | --- |
| * [Technical Writing](http://suestinycostumes.com/pattern-drafting-crash-course-for-a-child-doll) * Project Management * Electronic Records Quality Control | * [Process Improvements](http://www.sue-a-darby.com/process-improvements/) * Word and Excel Master * Website Administrator |
| [**Skills**](http://www.sue-a-darby.com/learning/skills.php)  Self-Motivated, Strong Work Ethic, Project Management, Proactive Time Management, Problem Solving, Marketing, Data Analytics, Team Player, Verbal & Written Communication, Goal Setting, [Universal Modelling Language (UML), Visio, Star UML](http://www.sue-a-darby.com/umls/), [HTML, CSS ,JavaScript](http://www.alaskaos.com/web-development-history/), [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) [Microsoft Office, Google Drive Office Suite](http://www.sue-a-darby.com/where-do-i-or-have-i-used-these-programs/), [Open Source Software](http://www.alaskaos.com/open-source-programs/), [Published Author](https://lccn.loc.gov/2004540327), WAMP, Perl, BASIC A, MYSQL, PHPMyAdmin, Databases, Access, Project, OneNote, Drupal, Dreamweaver, Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind, Windows, Linux; Android, XML, JSON, PHP, Visual Studio Code, Universal Modeling Language (UML), Evernote, Toodledo, Gmail, Google Suite, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack | |

**PROFESSIONAL SKILLS**

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

* Technical tutorials, website maintenance, programming projects
* [www.books-music-more.com](http://www.books-music-more.com), [www.coffee-institute.com](http://www.coffee-institute.com), [www.craftpatternemporium.com](http://www.craftpatternemporium.com), [www.sue-a-darby.com](http://www.sue-a-darby.com)

**Technical Writer & Published Author ~** [Sue’s Tiny Costumes](http://suestinycostumes.com/) ~ Volunteer ~1995-Present ~ Palmer, AK

* 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”
* 100 Patterns for a variety of dolls from ½” -18” tall including illustrated instructions
* Website design, development and maintenance (20+ years)

**Senior Services Technician** **~** State of Alaska ~ 2008 —2017~Anchorage, AK

* 66% increase in workflow via macro design, programming, development and implementation
* 60% refinement in workflow from development of checklist tool, trained staff to maintain tool
* 74% time gain for team from programming of tool to track certification process

**Computer Instructor & Career Development** **~** Nine Star Education & Employment ~ 2006 – 2008

* Instruct individuals in basic computer skills & Microsoft Office applications
* 50% improved time management; reduce management’s information systems data entry
* Collect and present computer student statistics & career development data

**RELEVANT PROJECTS**

**Alaska Office Specialists:** Articles and writing samples with tools from the internet or that are custom built and shared. Demonstration of website coding, writing and maintenance as well as low level graphic design skill. More articles are added as time allows. Links to other projects and sites as well as static images of past work.

**Settings compliance** Phase I: development of a single tool to capture data, consolidate it, and generate individualized remediation notices. Phase II: development of a macro to take approximately 1000 final notices to a mass email merge of PDF files. Phase III: take responses, add approvals or denials to original response and embed the final files in the original workbook. This includes documenting the process and training the team. The streamlined process is reducing workload on the team of 3 by 66%.

**Database Record Maintenance:** continual searches and requests for data merges and clean up ensuring record completion and accuracy especially during conversion process to new system. Additions, activations, updates, merges and deactivations of over 1000 records per year.

**EDUCATION**

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

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

A.S. Degree in Business Management Practice

Microsoft Office Master Certification