**Sue Darby**

Palmer, Alaska | 907-707-5654 | [*sue@sue-a-darby.com*](mailto:sue@sue-a-darby.com) | [*www.sue-a-darby.com*](http://www.sue-a-darby.com) | [*www.linkedin.com/in/suedarby*](http://www.linkedin.com/in/suedarby)

**Technical Writer**

Goal Setting, Tech Savvy, 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 projects on time thanks to her love of task lists and project management skills. Skilled in a variety of programming & markup languages she never wants to stop learning! Seeking a role as a technical writer in the Anchorage area or remotely is her goal.

**Skills**

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

**Work Experience**

**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](https://lccn.loc.gov/2004540327)); 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

**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

**Additional Trainings**

JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint

**Additional Software**

[Visio, Star UML](http://www.sue-a-darby.com/umls/), [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, Google Suite, Dropbox, Hootsuite, Facebook, Twitter, G+, GitHub, Pinterest, Slack