**Sue Darby**

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**Areas of expertise include:**

✏ Content Management Systems ✏ Cloud Tools ✏ Procedures ✏ Programming ✏ Social Media ✏ Diagrams ✏  
 ✏Databases ✏ Office Suites ✏ Data Tracking ✏Graphic Arts ✏ Data Analytics ✏ Tracking Systems✏  
✏ Operating Systems ✏ Technical Writing ✏Sewing ✏Problem Solving ✏

**Experience**

**Senior Services Technician** State of Alaska 2008-Present

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home and Community Based Waiver and Personal Care Assistance program.

**Key Contributions**

***Certification***

* Independently maintain and quality control 1500+ confidential files ensuring all items required by regulation are present in folders, databases, and tracking systems, documenting deficiencies and distributing materials as needed
* Create and maintain system generated reports for certification of stakeholder applicants, and other quality assurance processes. Designing final report summaries, graphs, and charts to share with upper management
* Build and maintain a robust variety of SharePoint, Excel, Access, and Word based unit tools including trackers, forms and letters requiring a variety of design, layout and programming skills

***Compliance***

* Build Master Site Review Tool in a scalable manner improving data collection and notification efficiency by 85%
* Participates in defining, planning, and developing system work orders to improve systems support for the unit.
* Maintain calendar and email management for team tracking during travel

**Office Assistant I/II**

Progressed from a level I to a level II Office Assistant then progressed further to Senior Services Technician.

**Key Contributions**

* Leader in selecting, training and oversight of DVR, MAAST, and Office Assistants
* Serves as subject matter expert on records retention procedures and archiving/offsite storage processes division wide
* Provides detailed information on program regulations; advises the public on program applicability and requirements; explains related regulations, policies, and procedures to potential stakeholders

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

AmeriCorps Member in the Career Development Center of Nine Star Education and Employment Services.

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Aid students in preparation for the MOS exams

**Career Development Mentor**

* Assesses clients for barriers and brainstorm ways to overcome them
* Drafts and edits resumes, cover letters and other business correspondence
* Conducts job-matching to find good fit between clients and hiring companies

**Business Owner, Technical Writer, Author, Webmaster** Sue's Tiny Costumes 1995-Present

Small part-time web based business owner doing everything from web development to marketing to product development. Published author.

**Key Contributions**

**Project Management**

* Project planning of technical books and patterns
* Project management of pattern drafting projects
* Photography of finished items for patterns and website
* Technical writing for instructions

**Webmaster**

* WordPress management, installation, updates and security of 10+ sites
* HTML editing and scratch coding including using Bootstrap Framework or other systems
* CSS editing and scratch coding using various frameworks
* Social Media management including Facebook, Twitter and LinkedIn both manually and with Hootsuite

**Education**

**Charter College – Alpha Beta Kappa, Dean’s List, Perfect Attendance 2009**

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

B.S. Degree in Business Management & Technology

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

Associate of Applied Science Degree in Business Management Practice

Certificate in Computerized Office Associate

Certificate in Computerized Office Specialist

**Microsoft Office Master Certification**

* Word, Excel, Access, PowerPoint 2009

**Continuing Education Class List**

* Statistics
* Telecommunications
* Operations Management
* Marketing
* HIPAA
* Supervisor Training
* Archiving
* MS Visio
* Office 2010
* Project Management
* SharePoint
* Technical Writing
* UML
* VisualBasic.NET
* WordPress
* MYSQL
* HTML
* JavaScript
* CSS
* Management Information Systems
* COGNOS