907-746-5978 Evenings. 907-334-2639 Day sue@sue-a-darby.com

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

***Sue Darby***

**Employment History**

**May 2008 to Present**

***Office Assistant II***

State of Alaska, Division of Senior & Disabilities, Quality Assurance

* Team Lead of DVR Volunteers
* Support staff for Quality Assurance Unit Provider Certification
* Analyze systems to make work flow more productive
* Organizing training sessions which include; materials gathering, staff/location coordination, equipment setup
* Screen application packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, Office 2010 & peripherals
* Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
* Develop training materials for various processes, present to co-workers and management
* Design charts and graphs for Department, State and Federal reports

**April 2006 to April 2008**

***Career Development Center Mentor/ Computer Instructor – AmeriCorps Member***

Nine Star Education & Employment Anchorage, Alaska

**Career Development Mentor**

* Teach goal setting workshops
* Confer with clients to determine what program will be most helpful
* Assess clients for barriers and brainstorm ways to overcome them
* Draft and edit resumes, cover letters and other business correspondence
* Conduct job-matching to find good fit between clients and hiring companies
* Direct clients to appropriate resources and assists clients in their use of outside assistance

**Administrative**

* Cut Management Information Systems input time by 50%
* Brainstorm ways to streamline the administrative processes
* Create templates used for generating reports
* Input client data and statistics into database
* Develop Statistics report for use in grants
* Answer phones & questions from the public

**Computer Instruction**

* Develop class curriculum
* Teach computer classes
* Answer student questions about various software
* Aid students in preparation for the Microsoft Office Specialist exams

**1996 to Present**

***Owner of Sue’s Tiny Costumes***

**Business Owner**

* Author of 2 published books, Pattern Drafting for Miniatures and Pattern Making for Dolls
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Develop of over 100 miniature and small doll patterns
* Distance Education Teacher for pattern drafting classes
* Design, develop and maintain multiple websites and blogs related to dolls and miniatures

**Volunteer Work**

**2004** Chugiak Children’s Services Head Start **-Classroom Aide**

**2003**[www.integrity-designs.com](http://www.integrity-designs.com/) - **Web site Marketer dissolved**

**2003***[www.minidolllist.com](http://www.minidolllist.com/)* - **Graphic Designer**

**Education**

April 2006 to April 2009

**B.S. Business Management & Technology**

**B.S. Business Management Practice**

**A.S. Business Management Practice**

**Certificate Office Applications** Charter College

Anchorage, AK

March 2007 to March 2009

**Microsoft Office Specialist/Expert Excel 2003**

**Microsoft Office Specialist/Expert Word 2003**

**Microsoft Office Specialist Power Point 2003**

**Microsoft Office Specialist Access 2003** Nine Star Education & Employment Services

Anchorage, AK

May 2003 to present

**Website Development & Design**

GNC Web Creations Online Self Study

**Awards**

**Alpha Beta Kappa Lifetime Member 2009**

Charter College Anchorage, AK

**Dean’s List June 2006 to April 2009**

Charter College Anchorage, AK

**May 1997 Alpha Gamma Sigma Honors Society**

Solano Community College Suisun, CA

**Professional Qualifications**

**Microsoft Word 2002** November 2006

**Microsoft Power Point 2002** November 2006 **Microsoft Access 2002** November 2006

National Computer Science Academy, Dallas, TX

**Professional Organizations & Seminar-Workshops**

**Association of Information Technology Professionals** 2006-2009

**Balancing Life & Work** John Parker Anchorage, AK August 2007

**Novel Install Fest** IT Expo Anchorage, AK October 2006

**AmeriCorps Conference National Association for Community Volunteerism** Anchorage, AK April 2006 & 2007

**Web Site & Blog Development**

[www.suestinycostumes.com](http://www.suestinycostumes.com/) Owner

Www.books-music-more.com. Owner

Www.alaskaos.com. Owner

Www.coffee-institute.com. Owner