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 MASST & 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 Certification Packets, checking for completeness and updating databases as required
* Software & hardware user support; troubleshooting Office 2007, 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
* As the Office Assistant II for Quality Assurance, I am responsible for the CPR (cardiopulmonary resuscitation) & First Aid training waivers and monitor that the providers receive their paperwork in a timely fashion.
* I was part of the team that monitored compliance with the new requirements for all providers to attend CIR Training.
* I was also responsible for CIRs and the associated data entry and tracking not just for one but for all providers to report an incident if I observed that the client had more than one provider.
* The initial spreadsheet used for tracking started small and eventually evolved to track many data points that were used for early reports to the Commissioner and CMS (Center for Medicaid & Medicare Services)
* Additionally I am well versed in the use of DS3, the internal main database, various SharePoint systems including the CIR (Critical Incident Report) Database, the Archives Database, and an intermediate user of MMIS (Medicaid Management Information Systems) Database among many other useful database systems.
* Given the results of a STARS reports I can manipulate the information into useful data for management’s use in reporting of fraud or other issues.
* Some of the standardized letters include Invitations to Re-certification, mandatory CIR Training, returned or denied applications for new providers and standardized e-mails for missing materials for initial and re-certifications along with decisions made on CPR (cardiopulmonary resuscitation) & First Aid Training Waivers
* Part of my duties includes backup for the reception desk for 3+ years on a regular schedule, I deal with callers who are upset or need to complain about the services or treatment they are receiving.
* After listening carefully, I determine where their issue is best directed to get them the best results. Occasionally someone walks in with a complaint and again I listen and determine who will best solve his or her issue.

**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
* As a small business owner, my sole responsibility to handle all complaints about my products or service delivery in a prompt and polite manner and resolve the issue to the customer’s satisfaction.

**Volunteer Work**

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

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

**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

[Portfolio Blog](http://blog.sue-a-darby.com/)

http://blog.sue-a-darby.com [Sue’s Tiny Costumes Blog](http://weblog.suestinycostumes.com/)

http://weblog.suestinycostumes.com [Sue’s Tiny Costumes Tutorials Blog](http://blog.suestinycostumes.com/)

http://blog.suestinycostumes.com