|  |  |
| --- | --- |
| Sue Darby  907-746-5978 Home  907--355-3750 Cell | [sue@sue-a-darby.com](mailto:sue@sue-a-darby.com)[www.sue-a-darby.com](http://www.sue-a-darby.com) |

**Projects**

* Application tracking system & CPR Waiver Tracking system as SharePoint Administrator – design, develop and provide solutions to track information the main database is not programmed to track as business needs changed
* Database modification project plan for Habilitation Homes provider management – provides options to view the connections between parent and child records that was not originally part of the system. Analysis of needs and options for solutions developed
* Policy and procedure development and maintenance – consistent development of illustrated procedures for common office activities such as data entry and higher level functions such as application processes
* Website design, content development and social media marketing for 9 sites over a period of 20 years
* Technical writing for Pattern Drafting books, 100 published patterns and numerous tutorials – published in the Library of Congress, 4 magazines as well as on business website
* Electronic document management – develop folder system, train colleagues and maintain system as needed
* Data management and database cleanup – regularly review reports and correct data in main database in preparation for data conversion project
* Wikipedia author (Mark Bolzern) – write and develop Wikipedia page for iA3 founder
* Process diagramming based on descriptions provided by SME or as directed by management team

**Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| * Technical Writing | * Business Analysis | * Data Analysis | * Human Resources |
| * Business Process Design | * Problem Solving | * Project Planning | * Software Documentation |
| * Writing | * Analysis | * HTML | * Programming |
| * CSS | * Process Improvement | * Training | * Project Management |
| * Strategic Planning | * SharePoint | * Web Development | * Web Design |
| * Databases | * WordPress | * Quality Assurance | * Content Management |
| * Management | * Editing | * Research | * Time Management |
| * Teaching | * Team Leadership | * Dreamweaver | * Troubleshooting |
| * Team Building | * Event Management | * Social Media Marketing | * Star UML |
| * SEO | * Marketing | * Documentation | * Master Level MS Office |

**Experience**

***iA3*** ***–*** Technical Writer & Webmaster - 10/2015-Present

***State of Alaska –*** Senior Services Technician - 2/2014-Present and Office Assistant I & II 5/2008-2/2014

***Nine Star Education & Employment Services –*** Career Development Mentor & Computer Instructor - 4/2006-4/2008

***Sue’s Tiny Costumes –*** Owner, Author, Webmaster -9/1996-Present

***Alaska Office Specialists, Books, Music & More, Coffee Institute –*** Webmaster - 2008-Present

***Craft Pattern Emporium –*** Webmaster - 2014-Present

**Education**

***Charter College*** ***– Dean’s*** List, Alpha Beta Kappa 3.85 GPA

Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications

Bachelors of Science Degree - Business Management and Technology

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

Associate of Applied Science Degree - Business Management Practice