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| 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) |

***S***ue is a specialist at bridging the gap between business managers and IT professionals, helping everyone understand and explain requirements. Sue excels at identifying execution steps, building processes and diagrams with detailed instructions for use. Sue has over 20 years of experience with computers and is looking to make a change in career path to *Technical Writer or Business Analyst*.

**Projects**

* Wikipedia author (Mark Bolzern) – write and develop Wikipedia page for iA3 founder
* Website design, content development and social media marketing for 9 sites over a period of 20 years
* 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
* 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
* Process diagramming based on descriptions provided by SME or as directed by management team

**Skills**

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| --- | --- | --- | --- |
| * 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