# Sue Darby, Bridging the Gap Between Business & IT

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  + [Contact](http://www.sue-a-darby.com/contact.html)
  + [Website Network](http://www.sue-a-darby.com/websitenetwork.html)
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    - [Duties](http://www.sue-a-darby.com/duties.html)
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    - [Awards](http://www.sue-a-darby.com/awards.html)
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  + [Projects](http://www.sue-a-darby.com/projects.html)
    - [Processes & Projects](http://www.sue-a-darby.com/processproject.html)
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SKILLS

Administrative

* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Adjust work flow to complete critical tasks in a timely manner
* Develop specific process for processing archival & off site storage of files
* Brainstorm ways to streamline the administrative processes
* Procurement of supplies for equipment & team
* Answer phones & questions from the public
* Process all incoming mail & any special handling for outgoing mail

Writing- Business, Creative & Technical

* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes & doll patterns
* Write, proofread & edit professional correspondence communicating important information & requirements to recipients in clear & concise manner
* Proofread for grammar, style, content & spelling
* Grant writing based on data, knowledge & interviews with SMEs
* Follow guidelines for APA papers

Computers

* Communicates effectively with both technical & non-technical users
* Software & hardware user support
* Troubleshoot Office 2007 & 2010, peripherals, network printers & laptops
* Create templates to generate reports
* Develop Statistics report for use in grants
* Develop training materials for various processes, present to co-workers & management
* Design charts & graphs for Department, State & Federal reports
* Design, develop & maintain multiple websites & blogs
* Mail merge letters & labels creating both forms, letters & spreadsheets as necessary
* Input client data & statistics into database

Software & Programming

* MS Office 95-2010, MS Project, Master Certified Office 2003; Open Office
* SharePoint (site owner)
* Visio, Star UML, Dia,
* Corel Draw, Inscape, Gimp, Paint Shop Pro
* HTML, CSS, WordPress, Javascript, Visual basic, BASIC A, Perl
* Chrome, Firefox, Opera, Internet Explorer
* Windows 3.1, 95, XP, Server 2003, Win 7; Linux Suse, Ubuntu; Android
* File Maker Pro, Citrix, Dreamweaver

Business Management

* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Brainstorm process improvements, make suggestions, implement approved plans & write technical documents for process revising as necessary
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets

Teaching

* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Develop class curriculum
* Teach computer classes to adults
* Teach goal setting workshops
* Develop basic computer classes or work one on one with students to develop skills
* Answer student questions about various software applications
* Aid students in preparation for the Microsoft Office Specialist exams
* Distance Education Teacher for pattern drafting classes
* Assist with craft projects in a school & camp setting
* Develop classes & teach as a Camp Counselor
* Provide additional adult supervision & support to 20+ student pre-school classroom
* Yard duty including maintaining observation of rules by youngsters

Web Site Development

* Web site design & maintenance of hand coded websites
* Install & maintain Wordpress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues

Marketing

* Write marketing plans for businesses
* Develop advertising for various business websites
* Search engine submission, classified ad placement, online groups marketing where appropriate

Career Development

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

Additional Skills

* Trouble shoot pattern drafting problems
* Draft patterns, computer trouble shooting
* Master Certified MS Office 2003
* MS Office 95-2010
* MS Project
* MS Visio
* MS SharePoint 2007-2010
* OneNote
* AdobePro X & XI
* Document Design & Formatting
* Corel Draw Suite
* UML
* Visio
* Streamline Administrative Processes
* Database Improvements
* Data Tracking
* Report Processes
* Project Management
* Task Management
* Goals
* Budgets
* Timelines
* GANTT Charts
* Technical Writing
* Web Master
* Marketing
* Business Owner
* HTML
* CSS
* JavaScript
* Perl
* VisualBasic
* Product Design & Development

### This site was designed and hand coded by Sue Darby ©2013