**Highlights**

Sue Darby is Master Certified in MS Office and enjoys using these detailed skills to create and maintain tracking systems and create mail merges. She is patient and will teach anyone the skills she has. Sue loves to write, proofread and edit documents and is learning the art of UML as part of her current position. She is good at reducing the time needed for a process through brainstorming and trying new ideas. Sue is constantly busy with projects and generally knows what major projects are going on and what her role in the big picture is to assure their completion.

**Employment History**

**May 2008 to Present**

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

**Office Assistant I / Administrative Clerk II (Re-classed)**

* Develop tracking process and improve complex process requiring full day's work for 2 people down to 5.5 hours for one person
* Compile and verify statistics based off of data collected for Federal reports
* Act as user tech support for various software & hardware including troubleshooting Office 2007 and various printers and fax machines
* Analyzing need and developing systems to make workflow more productive
* Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed
* Plan & implement file re-organization project including shifting files to make space and relabeling folders uniformly, splitting large files into new folders to reduce risk of injury
* Support staff for Quality Assurance Unit of twelve professionals

**Member of Green Team**- responsible for ensuring recycling is taken out bi-weekly and attend quarterly meetings.

**April 2006 to April 2008**

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

**Nine Star Education & Employment Anchorage, Alaska**

**Administrative**

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

**Computer Instruction**

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

**Career Development Mentor**

* Teaches goal setting workshops
* Confers with clients to determine what program will be most helpful
* Assesses clients for barriers and brainstorm ways to overcome them
* Drafts and edits resumes, cover letters and other business correspondence
* Directs clients to appropriate resources and assists clients in their use of outside assistance
* Assists clients in registration for and use of the ALEXSYS system for the Department of Labor
* Conducts job-matching to find good fit between clients and hiring companies

**1996 to Present**

**Owner of www.suestinycostumes.com**

* Author of 2 self-published books, Pattern Drafting for Miniatures and Pattern Making for Dolls.
* Articles published in International Doll Magazine, Doll Castle News and Dolls In Miniature
* Developer of over 100 miniature and small doll patterns,
* Webmaster of 100 page site
* Online teacher of pattern drafting classes for dolls & miniature dolls
* Web site is over 200 pages of products and information related to miniature and small dolls.

**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

**May 2003 to present**

**Website Development & Design**

GNC Web Creations Water Valley, MS

**Awards**

**Alpha Beta Kappa**

**Lifetime Member 2009**

Charter College, Anchorage, AK

**June 2006 to April 2009**

**Dean’s List**

Charter College, Anchorage, AK

**May 1997**

**Alpha Gamma Sigma Honors Society (Lifetime Member)**

Solano Community College, Suisun, CA

**Professional Qualifications**

# Certifications

**Microsoft Office Specialist/Expert Excel** September 2007/March 2009

**Microsoft Office Specialist/Expert Word** March 2007/October 2007

**Microsoft Office Specialist Power** **Point** September 2007

**Microsoft Office Specialist Access** November 2007

Nine Star Education & Employment Services Anchorage, AK

**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)

[www.books-music-more.com](http://www.books-music-more.com)

[www.alaskaos.com](http://www.alaskaos.com) (partner with George Davis)

[www.sera-and-justice-together.com](http://www.sera-and-justice-together.com) (assist in maintenance with daughter)