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| --- | --- | --- | --- | --- | --- | --- |
| C:\Users\sadarby\AppData\Local\Microsoft\Windows\INetCache\Content.Word\SD_logo_7-2013-250x180.jpg | **Sue Darby**  907-334-2639 Work  907-746-5978 Home | 900 Josh Dr  Palmer, AK 99645  sue@sue-a-darby.com | | | | |
| www.sue-a-darby.com | | | | | |
|  | | | | | |
| Master Certified MS Office  MS Project  MS Visio  MS SharePoint  OneNote  Adobe Pro X & XI  Document Design & Formatting  Corel Draw Suite  UML  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  Visual Basic  Product Design & Development | **Notable Achievements & Skills** | | | | | |
| * Effectively explain ideas & information to both technical & non-technical users * Reduce Management’s information systems data entry 50%; improved time management * Develop & update training material, teach & tutor classes in Introduction to computers; MS Office Certification preparation * Published author of “Pattern Drafting for Miniatures” & “Pattern Making for Dolls” (Library of Congress); in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears & Anywears”, & “Dolls In Miniature” * Develop over 100 miniature & small doll patterns including testing, photography, technical writing & final production of hardcopy & electronic products * Website design, development, & marketing including hand coded & Word Press based websites * Curriculum development & delivery of online classes * Website design, development, security & maintenance for 20+ websites * Social media channel management including Facebook pages and groups, Twitter updates, LinkedIn pages, G+ pages, Pinterest, Groups.io * Analysis of analytics for all sites to increase conversion, likes and reach using a variety of tools * 66% improvement of workflow processes via macro programming & process design * 85% increase in data collection, clean up and notification efficiency * Published author two books, 100 patterns * Technical writing for a variety of purposes and audiences * Design and develop official application forms for Medicaid Waiver Programs * SharePoint Administrator; develop tools, subject matter expert archiving, manage user permissions | | | | | |
| **Experience** | | | | | |
| **State of Alaska, Division of Senior & Disabilities Services**  Quality Assurance, Provider Certification & Compliance  Administrative Clerk II, Office Assistant I, Office Assistant II | | | Anchorage, AK  5- 2008-12-2017 | | |
| **Nine Star Education & Employment Services**  Career Development Center Mentor & Computer Instructor | | | | Anchorage, AK  5-2006-5-2008 | |
| **Sue’s Tiny Costumes**  Business Owner & Webmaster | | 9-1996-Present  www.suestinycostumes.com | | | |
| **Education & Training** | | | | | |
| **Charter College** – Alpha Beta Kappa, Dean’s List  Bachelors of Science Degree in Business Management & Technology: Concentration in Business Applications  Bachelors of Science Degree in Business Management & Technology  Associate of Applied Science Degree in Computer Science : Concentration in Business Applications  Associate of Applied Science Degree in Business Management Practice  Certificate in Computerized Office Associate  Certificate in Computerized Office Specialist | | | | | 2009 |
| Microsoft Office Master Certification Word, Excel, Access, PowerPoint | | | | | 2009 |