**Sue Darby** [**www.sue-a-darby.com**](http://www.sue-a-darby.com)[**sue@sue-a-darby.com**](mailto:sue@sue-a-darby.com) **907-707-5654**

**PROFESSIONAL SKILLS**

**Areas of professional expertise:**

|  |  |  |
| --- | --- | --- |
| * Detailed Project Management * Technical Writing * Excellent Data Management * Self-motivated * Proactive Time Management * Effective Process Development | | * Excel Master * Workflow Process Improvement * Continuous Quality Improvement Advocate * Strong Work Ethic * Problem Solving * Proficient Universal Modeling Language (UML) |
| **CMS:** WordPress, Drupal, Dreamweaver  **Databases:** Access, MYSQL, Data Analytics  **Social Media:** Facebook, Twitter, G+, GitHub, Pinterest | **Social Media:** Facebook, Twitter, G+, GitHub, Pinterest  **Programming Languages**: HTML, CSS, JavaScript, VB.NET  **Cloud Tools:** Evernote, Google Suite, Dropbox, Hootsuite, Slack | |

**Alaska Office Specialists 2008-Present**

* **Business Consulting ~ Workflows Design and Development:**Build tools to solve workflow problems by 66%
* **Technical Writing:**Complete illustrated or diagrammed instructions written with the end user in mind
* **Documents & Spreadsheets:**Proofreading and editing of technical books, sewing patterns, and websites
* **Websites:** Install, setup and maintain the look, security and functionality of a website

**Sue’s Tiny Costumes 1995-Present**

* **Effective Project management** and project planning of 2 technical books and 100+ patterns
* **Marketing** of new and current patterns via websites, and 5 social media outlets
* **Photography** of 100+ finished items for patterns, instructions, and website

**State of Alaska May 2008-Dec 2017**

**Senior Service Technician**

* **66% improvement** of data workflow processes
* **85% increase** in data collection & notification efficiency
* **Excellent SharePoint** **Administrator** for Team and Division sitesas well as subject matter expert and developer
* **Effectively explain ideas** and information to both technical and managerial users via procedures and manuals

**EDUCATION**

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

* B.S. Degree in Business Management & Technology

**Microsoft Office Master Certification**

**RELEVANT PROJECTS**

**Settings compliance**: D*evelopment of a single tool to capture data, consolidate it, and generate individualized notices*. *Development of a macro to take 1000+ final notices to a mass email merge of PDF files.* *team. Additional tool developed for compiling statistics and tracking the progress of the project for reporting. This includes documenting the process and training the team*

**Books, Music & More, Coffee Institute, Craft Pattern Emporium & Sue’s Tiny Costumes:** *WordPress installation, theme setup, plugin setup and population of affiliate program-based sites centered around topic themes. This also includes social media channel management and marketing.*