**Returner Sue Darby**

**Professional Summary:**

Sue has a strong IT background who is searching for an opportunity where she can utilize her extensive knowledge in data analysis, project management, writing procedures for software, and designing and publishing detailed content. While working for the State of Alaska as a Senior Services Data Analyst Technician, it was vital that Sue was diligent with her work, and she always kept organized and ensured that every tutorial, policy, and procedure were properly documented. She is the type of individual who is reliable and will take on any challenge. Sue also has experience working in an Agile environment, and has worked extensively with MS Office, specifically Word, Excel, and SharePoint. She is an outstanding communicator, a critical thinker, and is extremely excited about this opportunity with your company.

**Her Story:**

Sue took a break as her contracted time with Launch Consulting ended.

**What she did in the break:**

Sue has been supporting a family member who had a stroke. This required coordinating many types of therapy and doctors during the pandemic. As he has been recovering, she also spent her time making masks, gardening, and working on software projects in addition to hunting for another career where she can be happy and fulfilled in what she does daily. She is in the final weeks of a Software Development Course through Entity Academy & WozU and will complete that in June of this year.

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**Sue Darby**

**sue.a.darby@gmail.com**

**907-707-5654**

**Education:**

* Bachelor of Science Business Management and Information Technology Associate of Science Computer Science: Concentration in Business Applications
* Microsoft Office 2003 Master Certification
* Software Development - Honor Roll - Nov 2021 – Jun 2022

**Technical Skills Summary:**

* Software documentation
* Business case
* Write technical documentation and procedural materials
* Word
* Visio
* SharePoint
* OneNote
* Outlook
* Power BI Reporting
* Excel
* Google Suite
* Audacity | UML | Adobe DC | Teams
* Software Development Life Cycle | UAT
* Testing | Code debugging | Image testing
* VSCode | API integration | SaaS
* GitHub | Postman | endpoint management | MongoDB | NoSQL
* MySQL | MySQL Workbench | HTML
* JavaScript | CSS | Express | Node.js | PHP
* WAMP Server | WordPress | SEO
* Cross browser testing

**Professional Experience:**

**Launch Consulting, Washington Nov 2018 – Nov 2019**

**Data Analyst**

**Key Contributions:**

* Conducting detailed analysis following established rules 100%
* Process 500 cases per month
* Responsible for the converting data from source to destination system(s).
* Performing troubleshooting, root cause analysis, and resolving data integrity issues.
* Assist clients with technical issues.
* Use of multiple internal systems for reports and processing.

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

**Senior Service Data Technician**

**Key Contributions:**

* UAT testing of new database system
* Improved process 45%; Translate database requirements from Application Tracking System
* Test new installs and upgrades of software and providing team support during roll out, reduced adoption time 60%
* Team efficacy improvement 74% through documentation and system troubleshooting
* Develop tools to improve processes 65%

**Alaska Collaborative for Telehealth and Telemedicine 2017**

**Secretary Of The Board (Technical Support)**

**Key Contributions:**

* Information management for both board materials and website updates

**Sue's Tiny Costumes - California/Oregon/Alaska Sept 1995**

**Published author**

**Key Contributions:**

* Pattern Making for Dolls approximately 100 sold
* Pattern Drafting for Miniatures approximately 65 sold
* International Doll Magazine, Pattern Consultant 6 published patterns