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| Palmer, Alaska | *Sue Darby**Technical Writer* | | 907-707-5654  [sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com)  [http://www.sue-a-darby.com](http://www.sue-a-darby.com/) [https://www.linkedin.com/in/suedarby](https://www.linkedin.com/in/suedarby/)https://github.com/suedarby |
| Side Projects | | | |
| **Sewing Project Manager**  Project Manager, Software Developer, Technical Writer ~ July 2020 ~ Current Project  Solving the problem of locating supplies for sewing, embroidery, and crafts to reduce over buying through a tracking system for projects  **Tools & Requirements:** Word, Visio, VSCode, MySQL Workbench, WAMP Server, MySQL, PHP, HTML, CSS, JavaScript, JSON, XML, project planning and management, database admin, Visio, PHP, programming, software documentation, Node.js, React.js, Vue.js, SDLC, GitHub   * Concept to implementation project management and programming * Design, layout and mapping of all pages via Visio, HTML and CSS * Design and creation of database backend for dynamic pages | | | |
| **Caregiver**   * Coordinate care and advocate for stroke victim 2020 ~ Present   + Calendar and track provider appointments in and out of the home including primary care, neurology, mental health, physical, occupational and speech therapies   + Collect all medical data and prescriptions to present to each provider at appointments tracking changes in diagnosis and medicines   + Setup and use multiple online communication tools including WebMD, LifeSize, Zoom and others   + Support, encourage and coach loved one through the ongoing healing process * Provide loving support for High School Senior through the end of the school year and graduation during the pandemic   + Guide new graduate in securing employment in target field, welding   + Instruct in learning to drive and pass the road test leading to independence | | | |
| Volunteer Work | | | |
| **Secretary of the Board, Customer Support, Technical Support**  Alaska Collaborative for Telehealth and Telemedicine ~ Remote, Alaska ~ Oct 2017 ~ Present ~ Volunteer  Part of the Board of Directors for managing the documentation such as meeting minutes and organizing data.  **Tools:** Google Suite, Google Analytics, Google Tag Manager, WordPress, LastPass, LifeSize Teleconference, information gathering, content management, client services, technical documentation, website programming, design, UI, and help refine content, procedural materials for multiple audiences   * Information management for both board materials and website updates   + Direct correspondence or answer questions via chat, email & social media   + Work with the board to develop policies and procedures along with changes | | | |
| Experience | | | |
| **Technical Writer**  Credit Union 1 ~ Remote, Alaska ~ Jan 2022~ Feb 2022 ~ Contract  Contract technical writer to work on banking backlog writing and consulting work.  **Tools & Requirements:**, Audacity, OneNote, excellent written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, O365, Teams, SharePoint,, Visio, Word   * Procedural documentation, manage document life cycle * Compile and format a variety of documents * Manage multiple projects simultaneously while staying on time and under budget * Use and document a variety of programs and systems such as   + Mobile truck ATM   + Internal phone system   + Specific use cases of Audacity | | | |
| **Data Analyst**  Launch Consulting ~ Remote, Washington ~ Nov 2018 ~ Nov 2019  As part of a team responsible for correctly parenting public sector and commercial accounts.  **Tools & Requirements:** Excel, Outlook, Pivot Tables, charts, graphs, Power BI Reporting, excellent written and verbal communication skills, keen eye for detail, various cloud database systems, SaaS, O365, Teams, SharePoint, PowerBI   * Conducting detailed research and analysis required to ensure compliance with established business rules.   + Use of multiple internal systems including PowerBI, Excel, MSRA, Calc and SDS for reports and processing.   + Processed approximately 300 accounts per month. | | | |
| **Senior Services Data Technician**  State of Alaska ~ Anchorage, AK ~ May 2008 ~ Dec 2017  [**Settings Compliance**](https://bit.ly/3sKtvIi) **&** [**Compliance Tool**](https://bit.ly/3rQmlB3)  Provided project planning & management to develop a single tool to capture data, aggregate, and generate individualized notices, programming a custom macro.  **Tools & Requirements:** business case writing, Microsoft Office, Visio, Adobe DC, VB.net, time management, business requirements and metrics, define scope, previous experience writing documentation and procedural materials for multiple audiences, procedures, Excel reporting, project management, DDLC   * Document the processes, best practices and facilitated team training of both technical and non-technical end users   + Brought the behind schedule project current with the workflow   + $1,500 saved in postage, 2-4 cases of paper & processing time   + Time savings for team of 66%   **Application Tracking System**  Created an interim data tracking system using SharePoint to measure the time frames for processing applications.  **Tools & Requirements:** business case writing, VB.net, SharePoint, Excel, HTML, CSS, UML, pivot tables, conditional formatting, filters, lean agile methodologies, time management, communication, proven ability to handle multiple projects simultaneously, with an eye for prioritization, project management, define scope   * Application support for the team’s use and updating the system   + Program in VB.net, edit and maintain complex checklist system for daily use   + Team efficacy improvement 74%   + Trained team to use tool through written documentation and hands-on assistance, troubleshooting the system as site admin | | | |
| **Webmaster, Programmer & Technical Writer**  Webmaster, Programmer & Technical Writer ~ iA3 ~ Remote, Alaska ~ Oct 2015 ~ Dec 2016 ~ Contractor  Recruited to work on iA3’s website during the start-up phase and grow into not only website management and content development but programming dashboards with Angular 2 and contributing to the technical documentation of the iA3 EdgeBrain cloud system.  **Tools & Requirements:** Google Suite, EdgeBrain Industrial Internet of Things (IIOT) water monitoring device, Angular2, WordPress, video & teleconferencing, technical documentation, website programming, IIOT device documentation, Google Analytics, Google Tag Manager   * Document the process to install device on remote water system   + Assist in writing Business Plan and policies   + Gather requirements from SME   + Write technical copy for website | | | |
| **Technical Writer/Webmaster/Author**  Sue's Tiny Costumes ~ California/Oregon/Alaska ~ Sept 1995 ~ Present ~ Remote  **Tools & Requirements:** Google Suite, Google Analytics, Google Tag Manager, WordPress, video & teleconferencing  Pattern Making for Dolls ~ Registration Number TXu001082134  Pattern Drafting for Miniatures ~ Registration Number TXu001082114  International Doll Magazine, Pattern Consultant 6 published patterns  Dolls In Miniature – article  Doll Castle News – article  Alaska State Fair 2005 1st Place Little Bo Peep and her Sheep (Kitty Collier & Tiny Betsy) | | | |
| Education | | | |
| **WozU Software Development ~ Honor Roll ~** Nov 2021~Jun 2022 | | | |
| SnagIt 2021 Tech Smith <https://verify.skilljar.com/c/pf37fn9u2q27> | | Microsoft Office Master Certification | |
| LinkedIn Learning, Udemy, SitePoint | | | |
| Multiple topics ~ Career Development, WordPress, PHP, HTML, CSS, JavaScript, Node, React, jQuery, Instructional Design, Git, Drupal, Agile, Statistics, Python, Markdown, API, Technical Writing, Project Management, Ajax, MySQL, Salesforce, Asana, NPM and many more | | | |
| EdX | | | |
| Analyzing and Visualizing Data with Excel ~ Microsoft ~ DAT206x | | Analyzing and Visualizing Data with Power BI ~ Microsoft~ DAT207x | |
| **Charter College ~ Alpha Beta Kappa, Dean’s List** | | | |
| Bachelors of Science Business Management and Information Technology | | Bachelors of Science Business Management | |
| Associate of Science Computer Science: Concentration in Business Applications | | Associate of Science Business Management Practice | |