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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/) |
| **Soft** **Skills** | | | |
| * Excellent written and verbal communication skills * Information gathering * Keen eye for detail * Lean agile methodologies * Time management * Proven ability to handle multiple projects simultaneously with an eye for prioritization * Project planning and management | | | |
| **Hard Skills** | | | |
| Software Development   * Software Development Life Cycle * UAT Testing * Software testing and code debugging * New software updates and image testing * API integration * Postman, endpoint management * SaaS, GitHub * MongoDB, NoSQL, MySQL, MySQL Workbench * VSCode   Web Programming   * HTML, JavaScript, CSS * Express, Axios, Handlebars, JSON, Node.js, PHP * WAMP Server, WordPress, SEO * Cross browser compatibility testing | | Technical Writing   * Business case writing requirements and metrics * Write technical documentation and procedural materials for multiple audiences * Software documentation * Procedural documentation, manage document life cycle   Microsoft Office O365   * Word, Visio, SharePoint, OneNote, Outlook, Power BI Reporting * Excel, charts, graphs, conditional formatting, reporting, filters, pivot tables   Open Source & Other Software   * Google Suite * Audacity * UML * Video & teleconferencing, LifeSize Teleconference, Teams, Zoom * Adobe DC | |
| Achievements | | | |
| Published Author   * 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 | | * Test new installs and upgrades of software such as MS Office 2003 to MS Office 2007 to MS Office 2015 and providing team support when rolled out to team * Test new build images when moving from Windows XP to Windows 7; able to break the new build and find bugs in settings in less than a day of use * $1,500 saved in postage, 2-4 cases of paper & processing time * Team efficacy improvement 74% | |
| **Projects** | | | |
| Hardware and Software Testing   * Translate requirements for database from simple SharePoint Application Tracking System (see below)to robust database system providing end points and needed data points * UAT testing of new database system following written instructions to find bugs, going off script to experiment and find unknown bugs and report results to development team | | **Sewing Project Manager**  Project Manager, Software Developer, Technical Writer ~ July 2020 ~ Current Project   * 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 | |
| Application Tracking System  Created an interim data tracking system using SharePoint to measure the time frames for processing applications.   * 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 | |
| [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.   * 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% | |
| **Experience** | | | |
| **Secretary of the Board, Technical Support**  Alaska Collaborative for Telehealth and Telemedicine ~ Remote, Alaska ~ Oct 2017 ~ Present ~ Volunteer | **Technical Writer**  Credit Union 1 ~ Remote, Alaska ~ Jan 2022~ Feb 2022 ~ Contract | | **Data Analyst**  Launch Consulting ~ Remote, Washington ~ Nov 2018 ~ Nov 2019 |
| **Technical Writer/Webmaster/Author**  Sue's Tiny Costumes ~ California/Oregon/Alaska ~ Sept 1995 ~ Present ~ Remote | **Webmaster, Programmer & Technical Writer**  Webmaster, Programmer & Technical Writer ~ iA3 ~ Remote, Alaska ~ Oct 2015 ~ Dec 2016 ~ Contractor | | **Senior Services Data Technician**  State of Alaska ~ Anchorage, AK ~ May 2008 ~ Dec 2017 |
| **Education** | | | |
| ***WozU Software Development* ~ Honor Roll ~** Nov 2021~Jun 2022 | | | |
| SnagIt 2021 Tech Smith <https://verify.skilljar.com/c/pf37fn9u2q27> | | Microsoft Office Master Certification | |
| *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 | |