# Sue Darby

## Technical Writer

Palmer, Alaska | 907-707-5654

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## Core Competencies

### 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 | VSCode | API integration | SaaS | GitHub | Postman | endpoint management | MongoDB | NoSQL | MySQL | MySQL Workbench

### Web Programming

HTML | JavaScript | CSS | Express | Axios | Handlebars | JSON | Node.js | PHP | WAMP Server | WordPress | SEO | Cross browser compatibility testing

### Technical Writing

Software documentation | Business case writing requirements and metrics | Write technical documentation and procedural materials for multiple audiences | Procedural documentation, manage document life cycle

### Software

Microsoft Office O365 | Word | Visio | SharePoint | OneNote | Outlook | Power BI Reporting | Excel, charts, graphs, conditional formatting, reporting, filters, pivot tables | Google Suite | Audacity | UML | Adobe DC | Video & teleconferencing | Teams | Zoom

## Achievements

### Published Author

* Pattern Making for Dolls | Pattern Drafting for Miniatures | International Doll Magazine, Pattern Consultant 6 published patterns | Dolls In Miniature, published pattern | Doll Castle News, published pattern

## Professional Experience

### Technical Writer

Credit Union 1

Jan-Feb 2022

* Procedural documentation, manage document life cycle | Compile and format a variety of documents | Mobile truck ATM | Internal phone system | Specific use cases of Audacity

### Data Analyst

Launch Consulting

Nov 2018-Nov 2019

* Conducting detailed research and analysis required to ensure compliance with established business rules.

### Senior Services Data Technician

State of Alaska

May 2008- Dec 2017

* UAT testing of new database system following written instructions to find bugs
* Translate requirements for database from simple SharePoint Application Tracking System
* Test new installs and upgrades of software and providing team support during roll out.
* Test new images; able to break the new build and find bugs in less than a day of use.
* Team efficacy improvement 74% through documentation and system troubleshooting

### Webmaster, Programmer & Technical Writer

Secretary of the Board, Customer Support, Technical Support

Alaska Collaborative for Telehealth and Telemedicine

Oct 2017-March 2022

## Education

Entity Academy, WozU

Honor Roll

Nov 2021-Jun 2022

* Software Development

Charter College

Alpha Beta Kappa, Dean’s List

2006-2009

* Bachelors of Science Business Management and Information Technology
* Associate of Science Computer Science: Concentration in Business Applications