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| **Sue Darby** | **Contact**  907-707-5654  sue@sue-a-darby.com | **Portfolio**  www.sue-a-darby.com  [www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby) |
| **Computer Skills** | **Achievements** | |
| **Proficient in Mark-up/Programming Languages:** HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A  **General User of Databases:** MYSQL, PHPMyAdmin, CPanel Enterprise MMIS, DS3, Citrix, Access, COGNOS  **Master User of Office Suites:** Master Certified Microsoft Office, Project, Visio, SharePoint, OneNote, Adobe Pro  **Excels at the Use of Content Management Systems:** WordPress, Drupal, Dreamweaver  **Other Skills:** Technical Writing, Self-motivated, Problem Solving, Data Analytics, Universal Modelling Language (UML), WAMP | * 66% improvement of workflow processes via macro programming & process design * 85% increase in data collection, clean up and notification efficiency * Juggle management of 8 social media channels for multiple web properties including Facebook pages and groups, Twitter updates, LinkedIn pages, G+ pages, Pinterest, Groups.io * 50% improved time management; reduced management’s information systems data entry * Successfully self-publish 2 books, 100 patterns, and multiple magazine articles * Design and Develop 46 official application forms for Medicaid Waiver Programs * SharePoint Administrator for 3 sites; develop tools, subject matter expert archiving, manage user permissions * Write 30+ detailed technical tutorials and procedural manuals * Identify database inefficacy and collaborate on design changes to improve data capture * Development & maintenance of multiple macro-based tools | |
| **Projects** | | |
| **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.  **Settings compliance**: Development of a single tool to capture data, consolidate it, and generate individualized notices. Development of a macro to take approximately 1000 final notices to a mass email merge of PDF files. Use responses, embed the final files in the original workbook. This includes documenting the process and training the team. Additional tool developed for compiling statistics and tracking the progress of the project for reporting to management. | | |
| **Experience** | | |
| **Webmaster/Owner** ~ Alaska Office Specialists ~ Present  **Technical Writer/Webmaster/Author/Business Owner** ~ Sue’s Tiny Costumes ~ 1995 —Present  **Director** ~ Alaska Coalition for Telehealth & Telemedicine ~ 2017-Present  **Senior Services Technician** ~ State of Alaska ~ 2008 —2017  **Computer Instructor & Career Development** ~ Nine Star Education & Employment ~ 2006 - 2008 | | |
| **Education** | | |
| **Udemy** - Ongoing Education ~ Variety of Topics ~ Ongoing  **Charter College** ~ Alpha Beta Kappa, Dean’s List  B.S. Degree in Business Management & Technology: Concentration in Business Applications  B.S. Degree in Business Management & Technology  Associate of Applied Science Degree in Computer Science: Concentration in Business Applications  Associate of Applied Science Degree in Business Management Practice  Microsoft Office Master Certification | | |