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| Sue Darby | |
| Palmer, Alaska | 907-707-5654[sue.a.darby@gmail.com](mailto:sue.a.darby@gmail.com) | [www.sue-a-darby.com](http://www.sue-a-darby.com) | [www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby) | |
| Core Competencies Excellent written and verbal communication skills | Information gathering | Keen eye for detail | Lean methodologies | Agile methodologies | Time management | Proven ability to handle multiple projects simultaneously with an eye for prioritization | Project planning and management Technical Writing Software documentation | Business case writing | Write technical documentation and procedural materials Software Microsoft Office O365 | Word | Visio | SharePoint | OneNote | Outlook | Power BI Reporting | Excel | Google Suite | Audacity | UML | Adobe DC | Teams | Zoom Software Development 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 ProjectsSewing Project Manager Project Manager, Software Developer, Technical Writer ~ July 2020 ~ Current Project Settings Compliance & Compliance Tool Provided project planning & management to develop a single tool to capture data, aggregate, and generate individualized notices, programming a custom macro. Application Tracking System Created an interim data tracking system using SharePoint to measure the time frames for processing applications. | ExperienceTechnical Writer Credit Union 1  Remote, Alaska ~ Jan 2022~ Feb 2022 ~ Contract   * 50% Improve procedural documentation, manage document life cycle  Data Analyst Launch Consulting  Remote, Washington ~ Nov 2018 ~ Nov 2019   * Conducting detailed analysis following established rules 100% * Process 500 cases per month  Senior Services Data Technician State of Alaska  May 2008 ~ Dec 2017   * 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%  Secretary of the Board, Technical Support Alaska Collaborative for Telehealth and Telemedicine  Oct 2017 ~ Present   * Information management for both board materials and website updates.  Technical Writer/Webmaster/Author Sue's Tiny Costumes ~ California/Oregon/Alaska  Sept 1995 ~ Present  Published author   * Pattern Making for Dolls approximately 100 sold * Pattern Drafting for Miniatures approximately 65 sold * International Doll Magazine, Pattern Consultant 6 published patterns  EducationEntity Academy -WozU Software Development ~ Honor Roll ~ Nov 2021~Jun 2022 Charter College ~ Alpha Beta Kappa, Dean’s List Bachelors of Science Business Management and Information Technology  Associate of Science Computer Science: Concentration in Business Applications  Microsoft Office 2003 Master Certification |