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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) |
| **Achievements** | | |
| * 66% improvement of workflow processes via macro programming & process design * 85% increase in data collection, clean up and notification efficiency * Successful administration of 8 social media channels for multiple web properties * 50% improved time management; reduced management’s information systems data entry * 40% advancement in data capture and accuracy from changes identified and made to main database * 60% refinement in workflow from development of checklist tool, trained additional staff to maintain tool * 74% progress in time management for unit from programming of tool to track certification process * Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45% * Voting member of the Alaska Coalition for Telehealth and Telemedicine * Self-publish 2 books, 100 patterns, and multiple magazine articles successfully * Successfully promote and sell 2 books, over 100 patterns, and 3 classes online * Creation of 46 official application forms for Medicaid Waiver Programs ensuring ADA compliance * Trusted by IT as a SharePoint Administrator for 3 State of Alaska sites; develop tools, manage permissions, train new staff, participate in budget and planning meetings * Write 30+ detailed technical software tutorials and procedural manuals * Collaborate with IT to develop efficient SharePoint site for file archive tracking * Increased file organization by 50% via a standardized electronic folder system to organize documentation * Complete 15+ self-study courses in a variety of topics while working full-time | | |
| **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  **Webmaster** ~ iA3 ~ 2015-2016  **Senior Services Technician** ~ State of Alaska ~ 2008 —2017 | | |
| **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 | | |
| **Skills** | | |
| HTML, CSS, JavaScript, Visual Basic.NET, BASIC A, MYSQL, PHPMyAdmin, CPanel, DS3, Access, Project, Visio, OneNote, Adobe Pro, Drupal, Dreamweaver, Technical Writing, Self-motivated, Problem Solving, Data Analytics, WAMP, Project management, Time management, Event planning, Document management, Process development, Technical writing, Data analysis, Business writing, Editing, Attention to detail | | |