**Sue Darby**

✨🖋️✍️Technical Writer, Business & Data Analyst | Help Docs, Process Manuals, Tutorials, Tracking Systems✍️🖋️✨

🤓 I am a geek! 🤓

I love software and working in old favorites or new. I love teaching how to do things with software.

Adept with 📜 office suites📊 and 🗃 content management systems🖥, I excel at improving workflows📝 and documenting processes.

I can improve your documentation through organization and writing (or re-writing) your processes in a clear, concise and easy to understand way.

I can build tracking systems for data management using Excel, Access or SharePoint and program custom macros to smooth reporting or mail merge processes into a seamless operation.

I love to learn new software and require very little time to get up to speed before I can document and even teach how to use it.

Unique things about me:

✔️ I am a self-published and published author 👩‍💻

✔️ I am an honor graduate 👩‍🎓

✔️ I am an amateur photographer 📸

✔️ I am always reading a good book or article on one topic or another

✔️ If I’m not reading then it’s an audio book or a Udemy or YouTube video to learn something new

✔️ I have been on the internet since it’s infancy and have 9 domains and 16 or so websites I have created over the years and still maintain and update

I want to be a part of YOUR team, let me help you today!

Specialties: #TechnicalWriting #BusinessAnalysis #DataAnalysis #WordPress #Excel

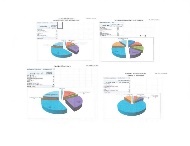
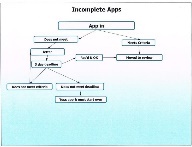
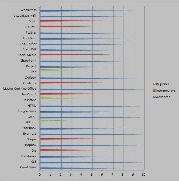
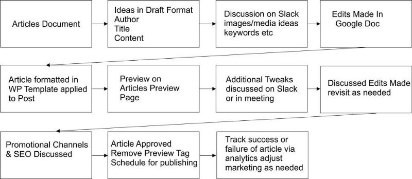
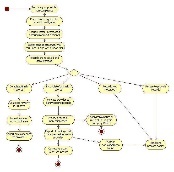
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~~Process UML~~

~~Excel Tracker~~

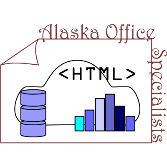
~~Written Instructions & Screenshots~~

~~Chart based on a tracker~~

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Experience

**Business Consultant & Technical Writer ✍ Transition Projects**

**[](https://www.linkedin.com/company/1465536/)**

Change LOGO

Looking for small non-clothing sewing projects to do!

Can also do MS Office based task work, writing, Excel, PowerPoint etc!

Message me!

Projects:

✔️ Teach basic introduction to sewing course

✔️ Organize and create 30 belt favors for annual role playing gathering, WolfsCry

✔️ Create new heraldry banner for Barony of Ravenstone

✔️ Design, draft, test & construct court garb & prom dress loosely based on historic garments

✔️ Repair zipper in sleeping bag

✔️ Design & sew Roman Shades

Documents:

✔️ Resumes, book outlines, graphics, job trackers, Battle Plans, project plans

✔️ Author, illustrate and diagram 10+ instructions & articles written with an end user in mind

✔️ Build 15+ templates to make workflows, work and repetitive tasks efficient  
✔️ 20+ Charts and graphs; 4+ custom macros to improve workflows

Reading list:

✔️ DotCom Secrets: The Underground Playbook for Growing Your Company Online  
✔️ Duct Tape Marketing Revised and Updated: The World's Most Practical Small Business Marketing Guide  
✔️ Craft Business Power: 15 Days To A Profitable Online Craft Business  
✔️ The Modern Application Stack - MEAN, MERN & More  
✔️ How to Get Started as a Technical Writer - The Practical, Personal, No-Nonsense Guide to Launching Your Career in Technical Writing  
✔️ Modern Technical Writing: An Introduction to Software Documentation  
✔️ What Color Is Your Parachute? 2018: A Practical Manual for Job-Hunters and Career-Changers  
✔️ The Career Guide for Creative and Unconventional People  
✔️ The Nerdy Martini: Where Passion Meets STEM

Website Management:

✔️WordPress installation, theme & plugin setup, maintenance and management of sites centered around various topics.

✔️ A total of 16+ websites both personal and professional.

✔️Articles and writing samples with tools from internet or custom built and shared www.books-music-more.com, www.coffee-institute.com, www.craftpatternemporium.com, www.sue-a-darby.com

✔️ 5+ Websites are demonstrations of website coding, writing and maintenance

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~~Website collage~~

~~Dress~~

~~Book/articles collage~~

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My daughter's High School Prom dress was inspired by a historic dress and her desire for something completely out of the ordinary for her Senior Prom. Dress is completely designed, drafted and sewn by me the exception being the flowers on the skirt which were embroidered by her grandmother.

**Web Master, Project Manager, Designer, Owner**

Sue's Tiny Costumes makes patterns in the micro scale designing, planning and creating her own products from concept to completion.   
✔️ Project management and project planning of technical books and patterns  
✔️ Marketing of new and current patterns via website development, blog content and social media outlets  
✔️ Published author of 2 books and over 100 sewing patterns  
✔️ Photography of finished items for patterns and website  
✔️ Website design, development and management including new content and security

~~Keep images~~

~~Add descriptions and/or links to item on STC~~

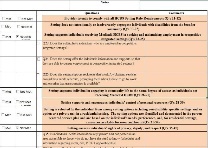
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**Senior Services Data Analyst Technician**

Sue Darby performs a variety of support and technical functions in the administration of the Provider Certification & Compliance Unit for the Medicaid Home & Community Based Waiver and Personal Care Assistance program.   
✔️Settings compliance ~ Development of a single tool to capture data, aggregate, & generate individualized notices. Development of a macro to take 1000+ final notices to a mass email merge of PDF files. Additional tool developed for compiling statistics and tracking the progress of the project for reporting. This includes documenting the process & training the team. Time savings for team of 66%.  
✔️Application Tracking System ~ Created an interim data tracking system using SharePoint to measure the time frames for processing applications. The in-house database did not have this function. I trained co-workers in use of various views & troubleshoot system as necessary as site admin. Team efficacy improvement 74%.  
System is used for generating reports on where applications & changes are in the processes. This system is being used as inspiration & a guide for building new reports within the Harmony System.  
✔️Has written 30 or more technical software tutorials & procedural manuals  
✔️Diagram internal processes using Universal Modelling Language (UML) to increase efficiencies  
✔️Designated by IT as a SharePoint Administrator for 3 State of Alaska sites; develop tools, manage permissions, train new staff, participate in budget & planning meetings  
✔️40% advancement in data capture and accuracy from changes identified & made to main database  
✔️Archive over 5,157 files using new, efficient SharePoint site for archiving reduced data loss by 45%  
✔️Creation of 46 official application forms for Medicaid Waiver Programs ensuring ADA compliance  
✔️Process 1500+ incoming applications, distribute to reviewers and issue reminder letters to providers who are untimely  
✔️Master user for MS Office 2003-2013 including testing of newer computer builds for IT as super user.

**~~Keep images~~**

~~Add project blurb~~

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**Title Office Assistant II**

Dates Employed May 2008 – Feb 2014

Employment Duration 5 yrs 10 mos

Location Anchorage, Alaska Area

Transitioned to the Senior Services Technician in 2014 as the work as an Office Assistant II became more complex than the position allows.  
Administrative support for 10-15 professionals providing tasks such as mail outs, mail merges, email management and filing support. Also provided team leadership to Department of Vocational Rehabilitation and Mature Alaskans Seeking Skills Training participants teaching a variety of clerical and computer skills and offering assistance as necessary. Progressed from a level I to a level II Office Assistant within about a year of starting with the State of Alaska. Quickly became a sought out subject matter expert in Excel, archiving, SharePoint and certification application processing.  
Key Contributions  
✔️Responds to and takes appropriate action when within prescribed parameters, redirects to the correct professional staff when beyond knowledge base or those parameters, routes various emails to specific professional staff for decisions and action.   
✔️Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants.   
✔️Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.  
✔️Database management, maintains systems to ensure data integrity.  
✔️Serves as lead in selecting, training and oversight of DVR, MAAST and administrative support   
✔️Provides support and maintenance of the unit`s copiers, fax machines and other machinery in the office.  
✔️Prepares materials for dissemination to providers, including recertification notifications  
✔️Keeps Provider Certification records and files organized and complete.   
✔️Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.  
✔️Provides detailed information on program regulations; advises the public on program applicability and requirements

**Webmistress**

iA3

Recruited to work on iA3’s website during the start up phase for website management and content development   
Key Contributions  
✔️Setup and configuration of theme, home page, privacy policy and additional content  
✔️Facebook and Twitter account management  
✔️Gaining technical knowledge and expertise regarding the hardware and software of the iA3 EdgeBrain a micro PC controlling industrial level water systems

Leave alone

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**Added** ✔️ need to update

**Career Development Mentor & Computer Instructor**

Company Name Nine Star Education & Employment Services

Dates Employed Apr 2006 – Apr 2008

Employment Duration 2 yrs 1 mo

Location Anchorage, Alaska Area

Sue Darby, was an AmeriCorps Member, in the Career Development Center of Nine Star Education and Employment Services. Sue brought to the Career Development Center a variety of skills gained as an owner of a small business, including a high level of personalized customer service, and the ability to teach life skills, as well as computer skills, to a diverse group of customers.   
Administrative  
✔️ Cut Management Information Systems input time by 50%  
✔️ Create templates used for generating reports  
✔️ Input clients into File Maker Pro via Citrix  
✔️ Brainstorm ways to streamline the administrative processes  
✔️ Answer phones & questions from the public  
Computer Instruction  
✔️ Develop class curriculum  
✔️ Teach computer classes  
✔️ Aid students in preparation for the MOS exams  
✔️ Answer student questions about various software  
Career Development Mentor  
✔️ Teaches goal setting workshops  
✔️ Confers with clients to determine what program will be most helpful  
✔️ Assesses clients for barriers and brainstorm ways to overcome them  
✔️ Drafts and edits resumes, cover letters and other business correspondence  
✔️ Directs clients to appropriate resources and assists clients in their use of outside assistance  
✔️ Assists clients in registration for and use of the ALEXSYS system for the Department of Labor  
✔️ Conducts job-matching to find good fit between clients and hiring companies

Education

**Charter College**

Degree Name Bachelors/Associates

Field Of Study Business Management Practice & Office Applications

Dates attended or expected graduation2006 – 2009

Activities and Societies:

✔️Dean's List

✔️Perfect Attendance

✔️Alpha Beta Kappa

✔️Alpha Gamma Sigma

Bachelors– Alpha Beta Kappa  
🎓 Bachelors of Science Degree - Business Management and Technology: Concentration in Business Applications   
🎓 Bachelors of Science Degree - Business Management and Technology   
🎓 Associate of Applied Science Degree - Computer Science: Concentration in Business Applications   
🎓 Associate of Applied Science Degree - Business Management Practice   
🎓 Certificate - Computerized Office Associate   
🎓 Certificate - Computerized Office Specialist  
Relevant Classes  
✔️Technical Writing  
✔️Project Management  
✔️Statistics  
✔️Research Methodologies  
✔️Telecommunications  
✔️Advanced Web Development  
✔️Visual Basic.NET  
✔️Business Law  
✔️Contract Management  
✔️Human Resources  
✔️Operations Management  
✔️Perl  
✔️Marketing  
✔️JavaScript

**OSTraining & Udemy**

Degree Name Technolgy

Field Of Study Tech, Personal & Professional Development

Dates attended or expected graduation 2016

Continuing education courses with a variety of topics from personal and professional development to technology.

**Free Code Camp**

Degree NameFull Stack Web Development Certification

Field Of StudyComputer Software Engineering

Dates attended or expected graduation2016

Continuing Education courses in HTML, CSS, jQuery and programming studies

**Solano Community College**

Degree Name Certificate

Field Of Study Fashion Design

Grade Honors

Dates attended or expected graduation1995 – 1997

Activities and Societies:

✔️Studied Fashion Design, completed Certificate program

🎼Jazz Band Flute & Piccolo  
🗼Elementary Level French  
🖥️Unix & Linux Introduction

**GNC Web Creations Online Search Engine Optimization Class**

Degree Name none

Field Of Study SEO

Dates attended or expected graduation 2002-2008

Activities and Societies: Actively participate in online forum and group discussions on business and building websites.

Ongoing class on website optimization

**Fairfield High**

Degree Name Diploma

Dates attended or expected graduation 1992 – 1994

Activities and Societies: 🎼Scarlet Brigade Marching Band Future Farmers of America

🎼Member of Scarlet Brigade Marching Band playing flute. Championship band placing undefeated Grand Champions at all band reviews. Marched Tournament of Roses Parade and Disnelyand.  
🐔Member of Future Farmers of America, placing highest in the class for showing chickens at the   
🐔Dixon May Fair   
🐔Solano County Fairs  
🥇Showed numerous sewing and handicrafts placing Best of Show, 1st-3rd place each year at San Mateo and Solano County Fairs.  
🎼Also played Baritone Saxophone (Jazz Band), Piccolo (Pep Band), French Horn and Trumpet (for fun).

Show fewer education

Add as experience

Volunteer Experience

**Secretary**

Company Name Alaska Collaborative of Telehealth and Telemedicine

Dates volunteered Oct 2017 – Present

Volunteer duration 1 yr 1 mo

Cause Health

**[](https://www.linkedin.com/company/491378/)**

**Volunteer**

Company Name AmeriCorps

Dates volunteered Apr 2006 – Apr 2008

Volunteer duration 2 yrs 1 mo

Cause Social Services

CAN’T CHANGE

Accomplishments

**Courses**

* Advanced Web Development
* Archiving Basics State of Alaska
* Basic Care Coordination Training for QA State of Alaska
* Basics of Scrum, Agile and Project Delivery
* COGNOS
* CSS
* HIPAA Security 2008-2014 State of Alaska
* HTML 5
* Introduction to Office 2007 State of Alaska
* Introduction to Share Point with Lab State of Alaska

**Certifications**

* Try Git
* MSOE: Microsoft Excel 2003 Expert
* Microsoft Office Master
* MSOE: Microsoft Word 2003 Expert
* MSOS: Microsoft Access 2003
* MSOS: Microsoft PowerPoint 2003
* MSOS: Microsoft Excel 2003
* MSOS: Microsoft Word 2003
* Try Git

**Projects**

* Compliance Checklist Tool
* Application Tracking System with SharePoint
* Electronic Folder Organization
* Archives
* Habilitation Homes Project
* Self Published Author
* Professional Curriculum Vitae

**Publications**

* Pattern Consultant
* Published Patterns
* Pattern Making for Dolls
* Pattern Drafting for Miniatures

**Honors & Awards**

* Alpha Beta Kappa Honors Society, Charter College, Anchorage, AK
* Microsoft Office 2003 Master, Nine Star Education & Employment Services, Anchorage, AK
* Dean’s List, Charter College, Anchorage, AK

**Language**

* French

~~✨🖋️✍️Technical Writer, Business & Data Analyst | I diagram processes to make manuals. Word & Excel Master.~~

~~Adept with 📜 🗃formatting programs, content management systems, 🖥office suites📊 📈 and code. I excel at improving workflows📝 and documenting processes. I'm known for my ability to accomplish assignments and projects on time thanks to my project management skills. Skilled in a variety of programming & markup languages I never want to stop learning! I'm a collaborative team member, getting along well with people around me~~.   
~~I can target technical instructions to the level of the audience as well for presentations. I also install, set up, maintain and secure WordPress websites. I am a published author, 👩‍🎓 honors graduate and amateur photographer📸.  
Continuous personal development and adaptability are in high demand in a fast-changing work environment, thus sharing my knowledge is important to me. I'm determined to have a positive impact – not only on the working environment but on the whole of society. 👩‍💻 Creativity is one of my strengths and I'm always up to try something new. I am a great asset to a team!🤝~~