Janice Williams  
501 N Gulkana St   
Palmer, AK 99645   
Phone: 907-746-9242

Dear Ms. Williams,

I am very interested in the ***IT Technical Writer*** position found on the *Mat-Su Borough Website*. I am submitting the following packet for consideration.

Among my qualifications, the following are the most relevant:

* Microsoft Office Master Certified (2003) Proficient in versions 2007 & 2010
* Streamlined Management Information Systems input, reduced time consumption by 50% via written and hands on tutoring methods and shortcut development
* The team I work with currently turns to me to troubleshoot how to complete tasks easily & efficiently
* New processes are documented via visuals, written and UML processing diagrams
* Proven ability to think through new processes and completely document detailed steps for new users
* Document need for additional help via State of Alaska Help Desk Ticket system (user side)
* Identify, research errors and troubleshoot network printers and other peripherals for repair, maintenance or escalate need for IT support
* Analyze current processes and identify areas for improvement creating new forms or checklists to ensure quality assurance
* Demonstrated ability to work several projects while maintaining attention to details and problem solve on the go

My professional portfolio is available at www.sue-a-darby.com. You can reach me at 907-334-2639 or 907-746-5978. I look forward to hearing from you. Thank you for your consideration.

Sincerely,

*Sue Darby*