***Sue Darby***

*900 Josh Dr*

*Palmer, AK 99645*

*907-746-5978 Home*

*sue@sue-a-darby.com*

*www.sue-a-darby.com*

# *Profile*

Sue Darby is an excellent resource for bridging the gap between managers, workers and IT. She explains needs of the managers and workers to the technical staff in a way that gets things done right. She can explain the technical reasons tasks can or cannot be done by a system to the managers in a way that is clear and concise and most of all understandable to those who are not technically inclined.

***Skills and Achievements***

* Streamline administrative processes, database improvements, data tracking and report processes
* Effectively explain ideas and information to both technical and managerial users
* Design and implementation of the “Habilitation Homes Project” to connect licensed homes with recipients and certified agencies; original “Critical Incident Report Tracking” system and statistics generation
* Project management including; task management, goals, budgets, time lines and GANTT Charts
* Databases: MMIS, DS3, Citrix, Access, Enterprise
* Office Suites: Master Certified MS Office 2003, MS Office 95-2010, MS Outlook, MS Project, MS Visio, MS SharePoint 2007-2010, OneNote, Open Office, Adobe Pro X and XI
* Operating Systems: Windows 7; XP, Server 2003, 95, 3.1, DOS 3.3, Linux Ubuntu; Android
* Programming Languages: HTML, CSS, JavaScript, Perl, VisualBasic.NET, BASIC A
* Graphic Art Suites: Corel Draw, Inscape, Gimp, Paint Shop Pro, Visio, Star UML, Dia, Freemind

***Experience***

**Senior Services Technician**

**May 2008 to Present**

State of Alaska, Division of Senior and Disabilities, Provider Certification and Compliance

Previously: Administrative Clerk I, Office Assistant I, Office Assistant II, Provider Quality Assurance, Quality Assurance

**Professional Achievements**

* Screen 45+ incoming applications to ensure requirements are submitted; contact providers with list of missing materials; provide technical assistance regarding requirements, ensure applications are routed to professionals correctly
* Develop and continually improve administrative and unit processes via tutorials, diagrams and hands on training methods. This includes contribution to formal policies, form development used internally and externally, and charts, graphs and reports for daily work flow, division and Federal reporting
* Develop plan to create database connections for previously invisible information working with management and IT. Implement final product to reveal compliance issues and regulatory issues
* Lead, train and delegate tasks to clerical staff (3), contribute input on applicant selection or termination

**Career Development Center Mentor, Computer Instructor Americorps**

**April 2006 to April 2008**

Nine Star Education and Employment Anchorage, Alaska

**Professional Achievements**

* Reduce Management’s information systems data entry 50%; improved time management
* Analyze skills and issues of job seekers for job matching, resumes, cover letters, interviews
* Research and write simple resumes to PhD level Curriculum Vitae and assist clients in successfully attaining goals
* Monthly statistic tracking and reporting for internal use and grant reporting
* Work with individuals with disabilities, Public Assistance and Medicaid recipients and former inmates adhering to requirements and regulations for each program
* Develop and update training material, teach and tutor classes in Introduction to computers; MS Office Certification preparation

**Business Owner**

**1996 to present**

[Sue’s Tiny Costumes](http://www.suestinycostumes.com/), Web Based

**Professional Achievements**

* Published author of “Pattern Drafting for Miniatures” and “Pattern Making for Dolls” (Library of Congress) Published author in “International Doll Magazine”, “Doll Castle News”, “Dolls, Bears and Anywears”, and “Dolls In Miniature”
* Develop over 100 miniature and small doll patterns including testing, photography, technical writing and final production of hard copy and electronic products
* 1st Place 2005 Alaska State Fair for “Little Bo Peep and Her Sheep” published in International Doll Magazine
* Website design, development, and marketing including hand coded and Word Press based website
* Curriculum development and delivery of online classes. Students included developmentally disabled individuals who have successfully started their own business

***Volunteer Work***

PRIDE Program (Rasmussen Foundation Letter) – Grant Introduction Summary 2008

www.integrity-designs.com –Marketer 2003

www.minidolllist.com – Graphic Design 2003

***Education***

**Bachelors of Science– Alpha Beta Kappa 3.85 GPA**

***Bachelors of Science Degree*** in Business Management and Technology: Concentration in Business Applications

***Bachelors of Science Degree*** *in Business Management and Technology*

***Associate of Applied Science Degree*** *in Computer Science : Concentration in Business Applications* ***Associate of Applied Science Degree*** *in Business Management Practice*

***Certificate*** *in Computerized Office Associate*

***Certificate*** *in Computerized Office Specialist*

Charter College April 2006 to April 2009 Anchorage, AK

**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

**Website Development and Design**

GNC Web Creations Onging Online

**Business Marketing**

University Alaska Southeast 2005 Juneau, AK

**Fashion Design (Certificate)**

Solano Community College 1995 to 1997 Suisun, CA

**Certifications**

**Microsoft Office 2003 Master**

Nine Star Education and Employment 2009 Anchorage, AK

**Training**

Archiving Basics State of Alaska March 2012  
Introduction to Share Point with Lab State of Alaska April 2011  
HIPAA Security 201 State of Alaska March 2011  
Introduction to Supervisor Training State of Alaska March 2011  
Basic Care Coordination Training for QA State of Alaska March 2010  
Introduction to Office 2007 State of Alaska May 2009

**Organizations, Memberships and Workshops**

Balancing Life and Work John Parker August 2007  
Novel Install Fest IT Expo October 2006  
AmeriCorps Conference National Association for Community Volunteerism 2006 and 2007

**Professional Memberships**

Association of Information Technology Professionals Charter College 2006-2009