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| *Sue Darby* | Contact  907-707-5654  sue@sue-a-darby.com | | Portfolio  [www.sue-a-darby.com](http://www.sue-a-darby.com)  [www.linkedin.com/in/suedarby](http://www.linkedin.com/in/suedarby) |
| Computer Skills | | **Achievements** | |
| Markup/Programming Languages: HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A  Databases: Harmony, Enterprise MMIS, DS3, Citrix, Access, COGNOS, MYSQL, PHPMyAdmin, CPanel  Office Suites: Master Certified Microsoft Office, Project, SharePoint, OneNote, Adobe Pro  CMS: WordPress, Drupal, Dreamweaver  Operating Systems: Windows, Linux; Android  Other Skills Self-motivated, Problem Solving, Technical Writing, Data Analytics, Universal Modeling Language (UML) | | * **Instruct individuals** in basic computer skills & Microsoft Office applications * **50% improved time management;** reduce management’s information systems data entry * **Collect and present** computer student statistics & career development data * **66% improvement** of workflow processes via macro programming & process design * **85% increase** in data collection, clean up & notification efficiency * **Generate Reports** using ad hoc tracking system & report manager to solve problems or track data for the team * **Design and Develop Official Application Forms** for Medicaid Waiver Programs * **SharePoint** **Administrator** for Unit & Division sites; develop tracking tools, subject matter expert archiving * **Provide detailed technical assistance** to members of the public, managerial and technical users * **Website design, development**, hand coded and Wordpress websites | |
| Projects | | | |
| Settings compliance Phase I: development of a single tool to capture data, consolidate it, and generate individualized remediation notices. Phase II: development of a macro to take approximately 1000 final notices to a mass email merge of PDF files. Phase III: take responses, add approvals or denials to original response and embed the final files in the original workbook. This includes documenting the process and training the team. The streamlined process is reducing workload on the team of 3 by 66%.  Database Record Maintenance: continual searches and requests for data merges and clean up ensuring record completion and accuracy especially during conversion process to new system. Additions, activations, updates, merges and deactivations of over 1000 records per year. | | | |
| Experience | | | |
| Senior Services Technician ~ State of Alaska ~ 2008 – Present  Computer Instructor & Career Development ~ Nine Star Education & Employment ~ 2006 - 2008  Technical Writer/Webmaster/Author/Business Owner ~ Sue's Tiny Costumes ~ 1995 – Present | | | |
| Education | | | |
| 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 | | | |