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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) |
| **Computer Skills** | **Achievements** | |
| **Skills:** Technical Writing, Self-motivated, Problem Solving, Data Analytics, Universal Modelling Language (UML), WAMP  **Mark-up/Programming Languages:** HTML, CSS, JavaScript, Perl, Visual Basic.NET, BASIC A, PHP  **Databases:** MYSQL, PHPMyAdmin, CPanel, DS3, Enterprise, MMIS, Citrix, Access, COGNOS  **Office Suites:** Master Certified Microsoft Office, Project, Visio, SharePoint, OneNote, Adobe Pro, Star UML, Dia (diagrams)  **Content Management Systems:** WordPress, Drupal, Dreamweaver  **Graphic Art Suites:** Corel Draw, Inscape, Gimp, Paint Shop Pro, Freemind (mind mapping)  **Operating Systems:** Windows 3.1-10, DOS 3.3, Linux; Android | * Has written 30 or more technical software tutorials and procedural manuals * Diagram internal processes using Universal Modelling Language (UML) to increase efficacies * Using macro programming and process design facilitated a 66% increase workflow processes * Facilitated 85% increase in data collection, clean up and notification efficiency * Designated 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 * 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 * Increased file organization by 50% via a standardized electronic folder system to organize documentation * 50% improved time management; reduced management’s information systems data entry * 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 | |
| **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  **Computer Instructor & Career Development** ~ Nine Star Education & Employment ~ 2006 - 2008 | | |
| **Education** | | |
| **Udemy** - Continuing 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 | | |