**Sue Darby**

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| **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) |

**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

**Achievements**

* 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