# **Sue Darby**

## **Technical Writer**

##### Palmer, Alaska | 907-707-5654

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## **Core Competencies**

Excellent written and verbal communication skills | Information gathering | Keen eye for detail | Lean agile methodologies | Time management | Proven ability to handle multiple projects simultaneously with an eye for prioritization | Project planning and management

Technical Writing

Software documentation | Business case writing | Write technical documentation and procedural materials

Software

Microsoft Office O365 | Word | Visio | SharePoint | OneNote | Outlook | Power BI Reporting | Excel | Google Suite | Audacity | UML | Adobe DC | Teams | Zoom

Software Development

Software Development Life Cycle | UAT Testing | Code debugging | Image testing | VSCode | API integration | SaaS | GitHub | Postman | endpoint management | MongoDB | NoSQL | MySQL | MySQL Workbench | HTML | JavaScript | CSS | Express | Node.js | PHP | WAMP Server | WordPress | SEO | Cross browser testing

## **Projects**

Sewing Project Manager | Settings Compliance & Compliance Tool | Application Tracking System

## **Professional Experience**

#### Technical Writer

Credit Union 1 Jan-Feb 2022

* Improve procedural documentation, manage document life cycle
* Compile and format a variety of documents by 60%

#### Data Analyst

Launch Consulting Nov 2018-Nov 2019

* Conducting detailed analysis following established rules 100%
* Process 300 cases per month

#### Senior Services Data Technician

State of Alaska May 2008- Dec 2017

* UAT testing of new database system following written instructions to find bugs improved system by 35%
* Translate requirements for database from simple SharePoint Application Tracking System improved process 45%
* Test new installs and upgrades of software and providing team support during roll out, reduced adoption time 60%
* Team efficacy improvement 74% through documentation and system troubleshooting

#### Secretary of the Board, Customer Support, Technical Support

Alaska Collaborative for Telehealth and Telemedicine Oct 2017-March 2022

## **Education**

#### Entity Academy, WozU

Honor Roll Nov 2021-Jun 2022

* Software Development

#### Charter College

Alpha Beta Kappa, Dean’s List 2006-2009

* Bachelors of Science Business Management and Information Technology
* Associate of Science Computer Science: Concentration in Business Application