sue.a.darby@gmail.com

**Summary**

I am a specialist at bridging the gap between business managers and IT professionals, among the rare group of people who can translate business needs to the IT staff and the mid to high levels of technical information to the business users. I excel at identifying execution steps, building processes and diagrams with detailed instructions for use.

I am passionate about helping people do tasks more efficiently and am always looking for a better way to solve problems. My experience as a Senior Services Technician combined with my double B.S. Degree in Business Management & Technology: Concentration in Business Applications and B.S. Degree in Business Management & Technology (with Honors) has given me the foundation necessary for success.

**Projects**

**Professional Curriculum Vitae**

January 1994 to Present

Website which showcases skills in web development, marketing, technical writing, programming languages, software, project planning and management as well as further details about work history.

**Application Tracking System with SharePoint**

April 2015 to Present

Created a interim data tracking system using SharePoint to measure the time frames for processing applications. The current in house database does not have this function and the new system is not completed yet. I trained co-workers in use of various views and troubleshoot system as necessary as site admin.

**Habilitation Homes Project**

May 2010 to December 2015

Provider Certification has a number of different providers and even sub-contracted providers of services for those with disabilities. The sub-contractors while important were not found in the internal database and thus no one knew where the clients were being served.

As a brainstorm about this issue I asked management and then IT why we could not connect these contracted homes to the provider oversight agency within the database in a similar fashion to another provider type. The ongoing project to add contracted providers to the current DS3 database system was born. It is enabling the Provider Certification & Compliance Reviewers to conduct on site visits to ensure health and welfare of clients in habilitation settings thus maintaining compliance with Federal regulations and statutes under the Home & Community Based Waiver Program.

In addition to the initial entry and connections for each contracted home, maintenance for each record is conducted as the host agency is recertified. Additionally, reports have been created to track and more easily see which homes contract with each agency or agencies. This ensures there is less fraud and Medicaid abuse.

**Electronic Folder Organization**

March 2014 to Present

Develop a standardized electronic folder system to organize notices, scanned applications and other documentation required for provider certification and compliance. Setup folders, migrate information with IT assistance to new folder system and ensure remainder of unit complies with new standards training and providing assistance and guidance as needed.

**Archives**

May 2008 to Present

As the division subject matter expert I have had a hand in the developent of the SharePoint Site that tracks all the files that are sent to Archives or Off Site Storage. Working closely with the techs I helped find and fix bugs in an older system for calculating retention times, update the form to match the required form for Archiving and work as an administrator of the site adding new team members to the site.

Recently there has been a complete change of Administrative staff responsible for part of the process and I was asked to step in to help train them in what the division has done in the last several years. I am also part of a team that is determining the fate of the site as the division moves towards a new database system. Gather, categorize, folder, label and enter into a spreadsheet or database thousands of files dating back to 1996 and prepare for archiving. Oversee volunteer efforts for data entry and correctly calculate the disposition date before submitting for pick up. Recall files for records requests or other litigation as needed. Over 160 cubic feet of data has been sent off site for storage or archiving.

Previously the Archive SharePoint site, built in SharePoint 2007 and converted to 2010 was not computing retention times correctly. I took the lead to work with the SharePoint Developers to update and improve the system. In the process working closely to test and deploy fixes and becoming a site admin for the test and production sites due to my knack for finding the problems or suggesting where the issue might be within the code.

As of October 11, 2016 I just finished the 153rd box of archiving for a total of 5,157 files that I or team mates have entered. I have 6 boxes left that are not in the system... yet.

**Self Published Author**

June 2001 to Present

I have had a love of dolls all my life as well as a love of sewing. I combined these loves with a talent for pattern making and wrote not just one book on pattern making for dolls but another for drafting in miniature as well. The two books were a handcrafted and illustrated technical writing achievement that now reside in the Library of Congress as of June of 2001.

Based on the books I took them from print to digital format before it was popular to have electronic books. I also used text based chat rooms to teach classes to individuals all over the world.

**Skills & Expertise**

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| --- | --- | --- |
| Technical Writing | WordPress | Web Development |
| HTML | CSS | Project Management |
| Business Analysis | Business Process Design | Process Improvement |
| Data Analysis | Documentation | Analysis |
| Project Planning | Problem Solving | Strategic Planning |
| Training | Databases | Content Management |
| Writing | Management | Editing |
| Research | Time Management | Troubleshooting |
| Microsoft Office | Social Media Marketing | Quality Assurance |
| Human Resources | SEO | Marketing |
| Web Design | SharePoint | Customer Service |
| Social Media | Event Planning | Marketing Strategy |
| Event Management | Visio | Organizational Development |
| Policy | Business Development | Mentoring |
| Access | Marketing Communications | Team Building |
| Social Networking | Leadership | Nonprofits |
| Software Documentation | Dreamweaver |  |

**Education**

**OSTraining & Udemy**

Technology, Tech, Personal & Professional Development, 2016

**Free Code Camp**

Full Stack Web Development Certification, Computer Software Engineering, 2016 - 2017

**Charter College**

Bachelors Business Management & Information Technology, 2006 - 2009

Bachelors/Associates, Business Management Practice & Office Applications, 2006 - 2009

Activities and Societies: Dean's List, Alpha Beta Kappa, Alpha Gamma Sigma

**Solano Community College**

Certificate, Fashion Design, 1995 - 1997

GNC Web Creations Online Search Engine Optimization Class

Activities and Societies: Actively participate in online forum and group discussions on business and building websites.

**Fairfield High**

Diploma, 1992 - 1994

Activities and Societies: Scarlet Brigade Marching Band Future Farmers of America

**Courses**

|  |  |
| --- | --- |
| Project Management  Research Methodolgies  Visual Basic.NET  Marketing  Archiving Basics  Introduction to Supervisor Training  Introduction to Office 2007  COGNOS  Introductory JavaScript  HTML 5  Basics of Scrum, Agile and Project Delivery  Web design | Technical Writing  Statistics  Advanced Web Development  Operations Management  Introduction to Share Point with Lab  Basic Care Coordination Training for QA  HIPAA Security 2008-2014  PHP  CSS  MYSQL |

**Certifications**

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| --- | --- |
| Microsoft Office Master | Microsoft March 2009 |
| MSOS: Microsoft Word 2003 | Microsoft March 2007 |
| MSOS: Microsoft Excel 2003 | Microsoft September 2007 |
| MSOS: Microsoft Access 2003 | Microsoft November 2007 |
| MSOS: Microsoft PowerPoint 2003 | Microsoft October 2007 |
| MSOE: Microsoft Word 2003 Expert | Microsoft November 2007 |
| MSOE: Microsoft Excel 2003 Expert | Microsoft March 2009 |

**Publications**

**Pattern Making for Dolls** Copyright June 1, 2001

Step-by-step guide to drafting for small dolls and fashion dolls. Fully illustrated and explained in detail how easy it is to measure and draft patterns "by the numbers" for dolls as small as 8" tall up to 46" tall. Originally self published in hard copy and now available as an e-book.

**Pattern Drafting for Miniatures** Copyright June 1, 2001

Library of Congress http://lccn.loc.gov/2004540327

**Pattern Consultant**

**International Doll Magazine** June 2005

Multiple articles in bi-monthly doll magazine including Little Bo Peep, Wedding Gown and "Dirty Dancing" inspired dresses for several dolls

**Published Patterns**

**Dolls In Miniature** June 1, 2004

Pattern for miniature smocked baby dress for 1/12 scale doll.

**Experience**

**Webmistress** at **iA3** October 2015 - Present (1 year 3 months)

iA3 is a service that gives you access to information and analytics about any automated systems you may have; anywhere, anytime. I am currently involved with the website, social media, Wikipedia and marketing efforts.

**Senior Services Technician** at **State of Alaska, Division of Senior & Disabilities, Provider Certification & Compliance** February 2014 - Present (2 years 11 months)

A cross between a basic clerk and the unit's geek. Fixing or maintaining or troubleshooting everything from multi function copiers to MS Office or computer how to questions to design and implementation of tech based solutions for tracking data. Supporting anywhere from 5-15 professionals including team leadership for Vocational Rehab and Senior Work Program participants teaching new skills as necessary. Division subject matter expert for Archives and SharePoint.

* Effectively explain ideas and information to both technical and non-technical users \*Convert New Provider Certification Application to fill in PDF for public use
* Design and implementation of the and Habilitation Homes Project to connect licensed homes with recipients and certified agencies; original and Critical Incident Report \*Tracking system and statistics generation \*Design improved filing and labeling system, archive process, electronic file system, document naming structure, letter template editing and standardization
* Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents
* Develop process for archival and offsite storage of files including training materials and procedure development
* Develop plan to create database connections for previously invisible information working with management and IT
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users \*Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files \*Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes

**Business Consultant** at **Alaska Office Specialists** October 2008 - Present (8 years 3 months)

Alaska Office Specialists is a service-based business offering the services of technical writing, business writing, grant writing, document template creation, report writing with graphs and charts. Hosting, setup and maintenance of WordPress based sites, social media management.

visit www.alaskaos.com for more information.

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| --- | --- |
| Virtual Assistant Services such as:  **Writing**   * Blog writing * Article Writing * Content Writing * Editing * Business writing * Creative writing   **Microsoft Office**   * Letters * Memos * Design documents * Mail merge, mailing services * Reports * Newsletters and management * Excel data entry * Access Databases * Power Point Presentations | **Process Diagramming**   * UML Diagramming * Business Process Consulting and design * Organization charts   **Social Media and Email Services**   * Email Management * Multiple Inboxes * E-mail responses to customer inquiries * Escalate only as needed * Email management, sorting mail, tags * Email marketing campaigns with MailChimp   **Website Management**   * Website Content Management * WordPress * Install Wordpress * Install InfiniteWP for multiple sites * Configurations and setup of themes and plugins * FaceBook, Twitter, Pinterest etc   **Technology Coaching** |

**Owner, Designer, Web Master** at **Sue's Tiny Costumes** September 1995 - Present (21 years 4 months)

* Manage small business including product development, class development, web design & maintenance, marketing & budget
* Write technically detailed, illustrated instructions for processes & doll patterns
* Distance Education Teacher for pattern drafting classes
* Research & write business, marketing, & merchandising plans
* Project management including task management, goals, timelines and GANTT Charts
* Set project goals, determine risks, prepare contingency plan, & time line for achievement
* Collect & analyze data on customers to identify potential markets
* Web site design & maintenance of hand coded websites
* Install & maintain Wordpress sites
* Proficient in white hat SEO techniques
* Track keywords, visitors & other analytical data for each site
* Troubleshoot hosting issues

**Office Assistant II** at **State of Alaska, Division of Senior & Disabilities, Quality Assurance** May 2008 - February 2014 (5 years 10 months)

Transitioned to the Senior Services Technician as my work as an Office Assistant II became more complex than the Office Assistant II position allows.

* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes
* Master Certified Office 2003, SharePoint (site owner)
* Visio, Star UML, Project,
* Organizing training sessions; materials gathering, staff/location coordination, equipment setup
* Train additional staff on various processes & assign tasks overseeing accuracy

**Career Development Mentor & Computer Instructor** at **Nine Star Education & Employment Services** April 2006 - April 2008 (2 years 1 month)

* Organized training sessions; materials gathering, staff/location coordination, equipment setup
* Developed class curriculum
* Taught computer classes to adults
* Taught goal setting workshops
* Developed basic computer classes or work one on one with students to develop skills
* Answered student questions about various software applications
* Aided students in preparation for the Microsoft Office Specialist exams
* Assessed clients for barriers & brainstorm ways to overcome them
* Drafted & edited resumes, cover letters & other business correspondence
* Conferred with clients to determine what program will be most helpful
* Conducted job-matching to find good fit between clients & hiring companies
* Directed clients to appropriate resources & assists clients in their use of outside assistance