Janice Williams  
501 N Gulkana St   
Palmer, AK 99645   
Phone: 907-746-9242

Dear Ms. Williams,

I am applying for the ***IT Technical Writer*** position found on the *Mat-Su Borough School District Website*. Among my qualifications, the following are the most relevant and are potentially the most useful to your team:

I am Master Certified in MS Office 2003 but in the last, several years have continued to update my skills in Office 2007 and 2010. I also learn new software quickly and easily.

I can help your teams think through new processes and completely document detailed steps via visuals, written and UML processing diagrams. This has led to streamlined Management Information Systems input, which reduced time consumption by 50%.

Frequently I troubleshoot how to complete tasks easily & efficiently. I have been able to identify, research errors, and troubleshoot network printers and other peripherals for repair, or maintenance. If there is an issue I cannot solve I document the need for additional help via State of Alaska Help Desk Ticket system (user side) or call for a repair technician.

Often I am working on several projects while maintaining attention to details and problem solving on the go. For example, I have several regular e-mail boxes to monitor continually, in addition to multiple databases to compare data and update as necessary, applications to process and phone or in person questions to answer. When I run into a potential problem, I solve the issue and then present both the issue and any potential solutions to management as needed.

My professional portfolio is available at www.sue-a-darby.com. You can reach me at 907-334-2639 or 907-746-5978. I look forward to hearing from you. Thank you for your consideration.

Sincerely,

*Sue Darby*