

Sue Darby

Business & Data Analyst

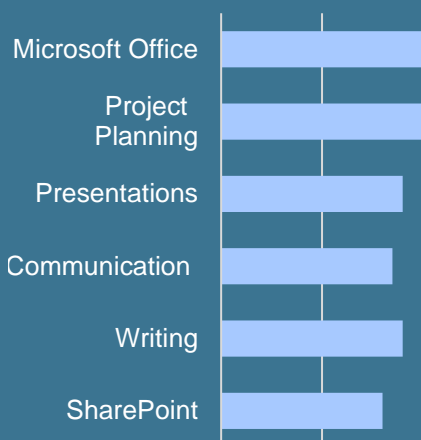
Anchorage, Alaska Area

📞 907-707-5654

✉ sue@sue-a-darby.com

📁 [Portfolio](#)

Skills



Tech

Document Management, Universal Modeling Language, Databases, Windows, Linux; Android, Content Management, FTP, JSON, XML, JavaScript, APIs, Advanced HTML, CSS, Angular, DITA, Unity/C#, WAMP, Perl, BASIC A, MYSQL

Applications

Microsoft Office, Adobe Acrobat, Content Management, [SharePoint](#), [Adobe Pro](#), [Google Drive Office Suite](#), Databases, Access, Project, OneNote, [Visio](#), [Star UML](#), Windows, Linux; Android, [WordPress](#), [PHP](#), Google Analytics, Dropbox, Drupal, Dreamweaver, FileZilla, Corel Draw Suite, Inscape, Gimp, Paint Shop Pro,

Summary

I am a **technical writer** with experience in writing procedures for using software. I excel at writing for any audience.

I am a **data analyst** with 15+ years experience using Excel. I excel at developing data tracking systems and reports in SharePoint as well as aggregating data from databases and formatting it for presentations.

I am a **business analyst** who specializes in facilitating communication between IT & managers. I excel at improving processes, writing detailed procedures and project management.

Projects

Settings compliance ~ Development of a single tool to capture data, aggregate, and generate individualized notices. Development of a macro to take 1000+ final notices to a mass email merge of PDF files using Adobe, Excel and Outlook. Additional tool developed for compiling statistics and tracking the progress of the project for reporting. This includes documenting the process and training the both technical and non-technical team members. **Time savings for team of 66%.**

Application Tracking System ~ Created an interim data tracking system using SharePoint to measure the time frames for processing applications. I trained co-workers in use of various views and troubleshoot system as necessary as site admin. **Team efficacy improvement 74%.**

CPR Waivers ~ Built tracking system in SharePoint to track requests for CPR & First Aid Waivers from providers. System brought abuse of the process to management's attention and **generated regulatory changes**. System was incorporated into Harmony Database during development.

Habilitation Homes Project ~ A specific type of provider was not found in the main database, DS3. Working with a cross-functional team, this project defined the scope and requirements needed to modify the database, collect the missing information, enter it and connected it correctly and develop several reports to track the missing data and ensure the integrity of the data moving forward. **Added over 450 new contracted providers to system increasing tracking of vulnerable adult and child safety.**

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.**

Critical Incident Reports ~ In 2009 the State of Alaska implemented mandatory reporting of neglect, abuse and fraud for vulnerable adults. There initially was no process in place to track the incoming reports. I developed an Excel tool that tracked basic data and over time which was modified repeatedly to generate various types of information for the Commissioner (state) and (CMS) Center for Medicaid & Medicare Services (federal) level reporting. Based on my system IT built a SharePoint site and then built the process into Harmony during development. **Tracked 1,000+ incidents resulting in increases in safety for**

Hootsuite, Facebook, Twitter, G+,
GitHub, Pinterest, Slack,
WooCommerce, Trello, PHPMyAdmin,
Visual Studio Code, [Visual Basic.NET](#),
Freemind, Evernote, Toodledo, Gmail

Soft

Customer Centric Service, [Self-motivated](#), Attention to Details, Mentor Team Members, Time Management, Organization Skills, Data Science, Marketing

Tutorials

 [Mass Mail Merge Macro \(M4\)](#)

 [Certification Checklist](#)

 [Compliance Tool](#)

Website Projects

 [Lady Code Monkey](#)

 [Code Monkey](#)

 [Sue's Tiny Costumes](#)

Social Media Links

 [LinkedIn](#)

 [Git Hub](#)

 [Twitter](#)

 [FaceBook](#)

vulnerable adults and children.

Volunteer Experience

**2017-
Present**

Alaska Coalition for Telehealth & Telemedicine Secretary

The Alaska Collaborative of Telehealth and Telemedicine (AKCTT) is a statewide, non-profit, non-partisan forum committed to developing a coordinated, interagency approach to standardized telehealth care delivery in remote and urban Alaskan communities.

- Facilitate communication between board, directors and members
- Organize and maintain records for non-profit
- Schedule meetings and record minutes
- Distribute minutes and collaborate with President to develop agenda
- Setup and share calendar of required meetings and deadlines for compliance with all state, federal and local laws
- Update and maintain website as a means of communication
- Setup and maintain mailing list to distribute meeting materials, meeting reminders and other updates to members and non-members alike

**2018-
Present**

Barony of Ravenstone Member

- Create new heraldry banner for Barony of Ravenstone
- Teach basic introduction to sewing course
- Construct game tabbards
- Organize and create 30 belt favors
- Design, draft, test & construct court garb loosely based on historic garments

**2008-
Present**

Alaska Office Specialists Websites, Data Analysis & Technical Writing *Transition Projects*

Articles and writing samples with tools from internet or custom built and shared

Projects:

- Resumes, book outlines, graphics, job trackers, Battle Plans, project plans
- 5+ Websites are demonstrations of website coding, writing and maintenance
 - www.sue-a-darby.com, www.books-music-more.com,
www.alaskaos.com, www.coffee-institute.com,

www.craftpatternemporium.com,
www.ladycodemonkey.sue-a-darby.com, www.sue-a-darby.com/learning , www.suestinycostumes.com

- Author, illustrate and diagram 10+ instructions & articles written with an end user in mind
- Install, setup, manage content creation, SEO and maintain look, security and functionality of 10+ websites
- Track and analyze Google Analytics data for all sites, troubleshooting SEO, visitors and other metrics as needed

**1996-
Present**

**Sue's Tiny Costumes
Technical Writer, Author, Business Owner**

Sue's Tiny Costumes makes patterns in the micro scale from 1/2" tall baby dolls to 18" lady doll patterns. Project planning of 2 technical books and 100 patterns

- Project management of a variety of pattern drafting projects
- Published author of 2 books and over 100 sewing patterns
- Photography of finished items for patterns and website

Awards & Publications

- International Doll Magazine, Pattern Consultant 6 published patterns 2004-2005
- Dolls In Miniature- article 2005
- Doll Castle News- article 2005
- State Fair 2005 Little Bo Peep and her Sheep (Kitty Collier & Tiny Betsy)

Work Experience

**2008-
2017**

**State of Alaska
Senior Services Data Analyst Technician**

Part of a collaborative team of 10-15 professionals. Quickly became a sought out subject matter expert in Excel, SharePoint and process improvements.

- Present technical topics to non-technical and technical users in easy to understand language
- 66% improvement of workflow processes via macro programming & process design
- 74% time gain for team from programming of tool to track certification process
- 85% increase in data collection, clean up & notification efficiency
- Appointed SharePoint Administrator for 2 sites to develop tools for team including technical documentation

**2006-
2008**

**Nine Star Education & Employment
Computer Instructor & Career Development Specialist**

AmeriCorps Member, in Career Development Center of Nine Star Education and Employment Services. Delivered a high level of personalized customer service, ability to teach life skills, as well as computer skills, to a diverse group of customers.

- Instruct 50+ individuals in basic computer skills & Microsoft Office applications
- 50% improved time management; reduce management's information systems data entry
- Collect and present computer student statistics & career development data to 60+ professionals
- Create 10+ document templates used for generating reports following company style guide
- 50% increase in streamlining administrative processes
- Develop class curriculum, teach 5+ computer classes, answer student questions about software

Education

Present

**Continuing Education
Online Courses**

JSON, XML, JavaScript, Data Science, Marketing, APIs, Advanced HTML, CSS, Angular, DITA, SharePoint, Unity/C#, Google Analytics

**2006-
2009**

Charter College

Alpha Beta Kappa, Dean's List, 3.85 GPA

B.S. Degree in Business Management & Technology:
Concentration in Business Applications

B.S. Degree in Business Management & Technology

A.S. Degree in Computer Science: Concentration in Business Applications

A.S. Degree in Business Management Practice

Microsoft Office Master Certification

**1995-
1997**

Solano Community College

Certificate Fashion Design