

1300 *Résumé*

Government Samples

Résumés & Cover Letters



Monique Thompson

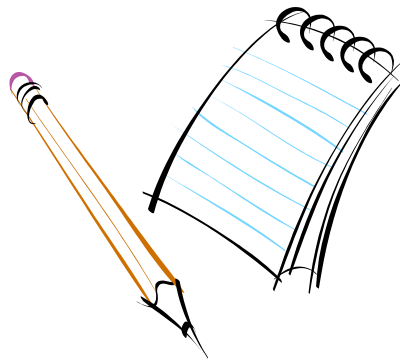
Company Director, Résumé Writer, Career & Interview Coach

In order to demonstrate our professional writing skills and expertise as career marketing specialists our Résumé Writers and Career Coaches have provided a selection of samples of résumés, cover letters and selection criteria responses. When ordering a government package, please understand that all documents are created individually for each client, hence your résumé, cover letter and selection criteria will be crafted, worded and designed from scratch and tailored to your specific career objectives. However as our team are capable and results-driven, we are pleased to demonstrate the style and expertise we offer by providing samples for your review that will verify our professionalism and assist you in making an informed decision when choosing the best résumé service and Career Coach for you.

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(i) Cover Letter Samples



Social Worker

State Director (Executive Level 2)

Audit Professional

Logistics Support Officer (APS Level 4)

Education Assistant

IT Business Analyst (APS 6)

Senior Systems Administrator (Level 5)

2/115 Rosemary Street
BRISBANE QLD 7000
M: 0411 444 888
E: jamie-lee.smith@live.com

10 September 2013

Queensland Health Building
147-163 Charlotte Street
BRISBANE QLD 4000

Re: Social Worker

Job Ad Ref: QLD/H12PA11374

Dear Sir/Madam,

A compassionate and community focused individual with a desire to make a difference to the lives of others, I write with interest to be considered for the above career opportunity available at Queensland Health as advertised on www.health.qld.gov.au.

Keen to uphold and promote your vision, I understand that Queensland Health provides a range of integrated services including hospital inpatient, outpatient and emergency services, community and mental health services, aged care services and public health and health promotion programs.

A dynamic, highly motivated and committed individual, I am confident that I would make a valuable contribution as a Social Worker with the ability to assess, investigate and manage cases, work directly with vulnerable individuals, their families and alternative care workers and introduce appropriate solutions.

Committed to ongoing professional development and lifelong learning, I am currently undertaking a Bachelor of Social Work at the University of the Sunshine Coast with a Minor in Child Protective Practices and anticipated completion in May 2014. During my university studies, I have achieved excellent academic results including numerous Credit, Distinction and High Distinction Grades. I have completed numerous other training courses including a Certificate III in Childcare, Certificate III in Business (Office Administration) and a broad range of Maternity and Nanny Training.

Throughout my university studies and practical experience, I have researched and gained an excellent understanding of relevant legislation such as the *Child Protection Act 1999* which outlines regulations and procedures in regards to the effective management of cases.

As further demonstrated in my attached résumé, I offer broad experience working with children and youth of various ages since 1998 undertaking positions as a Maternity Nurse, Nanny & Personal Assistant throughout Australia, Europe, United Kingdom and USA. Additionally I completed a 500 hour in 2012 with Queensland Health at Caloundra Hospital in the Dove Palliative Care Unit. During this time I supported clients and family members through 'end of life' and aided in the process of Grief and Loss whilst conducting Psychosocial Assessments of clients and families experiencing life limiting illness.

Find attached my résumé with referees that further details my relevant experience and accomplishments. I welcome the opportunity to attend an interview where I would be pleased to elaborate further regarding my potential contributions and suitability to Queensland Health. Please don't hesitate to contact me on 0411 444 888 or via email at jamie-lee.smith@live.com should you have any further questions.

Yours sincerely,

Jamie-Lee Smith

Janet Smith

150 Sunflower Grove
ADELAIDE SA 5000
M: 0412 121 121
E: janetsmith@gmail.com

1 August 2013

Department of Innovation, Industry, Science & Research
GPO Box 9839
CANBERRA ACT 2601

Attn: Recruitment Officer
Re: State Director (Executive Level 2)
Position No: 14423

Dear Sir/Madam,

A multi-qualified, innovative and results-driven Senior Manager with a proven track record of achievement across the public sector, I wish to be considered for the above career opportunity at the Department of Innovation, Industry, Science and Research as recently advertised on www.innovation.gov.au.

An accomplished organisational development specialist, I possess a high level of performance driving organisational development and industry growth initiatives within challenging markets demonstrated in various capacities including my current role as a Consultant spearheading compliance and enforcement for NSW Government.

As a Consultant, I established and implemented a Business Innovation Centre for federal government to develop CEOs and senior management in Defence, Electronics, Water and Defence to spearhead increased export opportunities for South Australia. I am presently engaged as Manager Education and Publication at the Road Traffic Authority, coordinating an upgrade of the organisation's learning and development systems to world's best practice in alignment with RTA's strategic ambitions of becoming the national regulator for federal government. Previous contributions include my role as Queensland Learning & Development Director of Performis and numerous successful consulting roles specialising in organisational development and industry sustainability programs, driving innovative programs that attracted substantial government and industry funding and managed multiple large projects concurrently.

Career and personal achievements include Telstra Business Woman of the Year Finalist and active National Board Member and participant within multiple industry panels and working groups. Additionally I am the Founder of Women in Innovation & Technology Inc. during which time I played a key role in developing mentor and industry placement program for females in non-traditional employment roles.

Confident I would make a positive contribution as State Director (EL2), I welcome the opportunity to manage the operations of the Manufacturing Centre; lead a team of public servants, business advisers and practitioners; contribute to the development of the Enterprise Connect system; identify potential applications for assistance and encourage them to seek assistance and monitor quality service by Business Advisers. Committed to continuous improvement, I am undertaking a Masters in Business Administration and have successfully completed a Company Director's Course, Bachelor of Education, Certificate IV in Assessment & Workplace Training, Certificate in OH&S and Certificate in Marketing.

Find attached my résumé that details my career achievements, skills and qualifications together with my response to the selection criteria. I am certain an interview would reveal my enthusiasm and suitability for the opportunity to secure this rewarding role with a desire to represent Enterprise Connect in South Australia. Please don't hesitate to contact me on 0412 121 121 or via email at janetsmith@gmail.com.

Yours faithfully,

Janet Smith

12 George Street
SYDNEY NSW 2000
M: 0400 888 777
E: s.smith68@hotmail.com

31 August 2013

**Re: Audit Professional
 APS6, EL1 & EL2.1**

Ref No: EXT_CMP_918_39

Dear Sir/Madam,

A qualified, accomplished and results-driven auditing and accounting professional, I write with interest to be considered for the above career opportunity available at The Australian Taxation Office as recently advertised on www.ato.gov.au.

My diverse skills and contributions gained over the past 12 years can be demonstrated in my current role as Senior Accountant (PriceWaterCoopers) and previously as External Auditor (Audit Office of NSW) Financial Accountant (DIAC), Assistant Accountant (DEET), Audit Manager & Assistant Manager (KPMG), Accountant & Senior Accountant (Sydney University).

I offer broad experience in all aspects of accounting and financial reporting contributing in fast paced environments. Keen to uphold and promote your vision, I understand that The Australian Taxation Office is the government's principal revenue collection agency. I am aware that The Public Groups and International business line administers the income tax system for all listed and foreign owned business taxpayers and manages international issues and transactions on behalf of the Australian Taxation Office.

Confident I would make a valuable contribution to the ATO as an Audit Professional, I welcome the opportunity to interpret, summarise and present complex financial and business related issues in a manner which is both understandable and properly supported before a court of law. Having acquired strong leadership and mentoring skills, I look forward to leading or advising a team of skilled professionals examining complex business arrangements and evaluating the tax effectiveness of such arrangements including highly experienced forensic accounting of complex trust arrangements.

A confident, articulate and experienced communicator providing superior service and support, I look forward to advising a team of skilled professionals examining complex business arrangements and evaluating the tax effectiveness of such arrangements, including highly experienced forensic accounting of complex trust arrangements. Actively pursuing new challenges, I am keen to make a transition into the Australian Public Service where I can further expand my skills and experience working in a team of professionals.

Committed to professional development and lifelong learning, I have successfully completed various qualifications including Bachelor of Management (Major: Accounting). Additionally I am a member of CPA Australia, ACCA and CICA with a commitment to keeping abreast of all current auditing and accounting practices. Highly computer and technology proficient, I am experienced using MS Excel to an advanced level (V-lookup, H-lookup and pivot table) together with MS Word, MS Outlook, Adobe Acrobat and various in-house systems.

Find attached my résumé with referees that further details my relevant skills experience and accomplishments together with my response to the selection criteria. I welcome the opportunity to attend an interview where I would be pleased to elaborate further regarding my potential contributions and suitability. Please don't hesitate to contact me on 0400 888 777 or via email at s.smith68@hotmail.com should you have any further questions.

Yours sincerely,

Sarah Smith

17/41 Harbour Street
SYDNEY NSW 2000
M: 0411 444 222
E: john-smith64@live.com

21 August 2013

**Re: Logistics Support Officer (APS Level 4)
Case Management Branch**

Position No: 6002449

Dear Sir/Madam,

A tertiary qualified accounting and business professional, I write with great interest to be considered for the above career opportunity at The Department of Immigration and Citizenship as recently advertised on www.immi.gov.au.

I believe that my strengths in accounting, high level communication and negotiation, commitment to exceptional client service, problem solving, analytical and computer skills together with a passion for exceeding expectations, would prove beneficial to your integral team at DIAC as Logistics Support Officer. I have researched and understand the DIAC Workplace Diversity Plan 2008-2010 containing targeted strategies that endeavour to create an environment that values and utilises the contributions of people with different backgrounds, experiences and perspectives, complimentary with EEO, Equity and Diversity principles.

I have acquired a wealth of relevant skills and experience spanning 14 years, demonstrated whilst assuming various positions in Australia and overseas in the public and private sectors including the following:

- Assistant Accountant - The Australian Taxation Office
- Contract Interpreter - Centrelink
- Office Manager - Sensis Pty Ltd
- Revenue Officer - Sydney City Council

Confident I would make a valuable contribution as Logistics Support Officer at DIAC, I welcome the opportunity to undertake operational and administrative tasks, research, interpret and apply legislation, provide draft submissions, briefs and reports, exercise judgement in making decisions, communicate with other departmental sections, agencies and stakeholders, represent the section at meetings, plan and organise work to manage specific processes or activities.

Find attached my response to the selection criteria and résumé that details my work history, skills and qualifications relevant to this position together with referees who will verify my potential contributions. I am certain an interview would reveal my enthusiasm for the opportunity to secure this role at DIAC. I appreciate your time in reviewing my application, please don't hesitate to contact me if you have any questions on 0411 444 222 or via email at john-smith64@live.com.

Yours sincerely,

John Smith

Jacqueline Smith

38 Clover Close
LANGFORD WA 6000
M: 0403 131 131 T: (08) 9350 3333
E: j.smith1971@hotmail.com

13 September 2013



Kensington Primary School
73 Banksia Terrace
KENSINGTON WA 6151

Re: Education Assistant

Pool Ref: SS/SS328995

Dear Sir/Madam,

A trained and accomplished Education Assistant, I write with great interest to be considered for the above employment opportunity at Kensington Primary School as advertised on www.jobs.wa.gov.au.

Confident I would make a positive contribution as Education Assistant, I have gained a broad range of experience with the ability to assist teachers in the delivery of planned education programs, prepare learning environment by maintaining equipment, materials and resources, supervise students in out-of-class activities and on school excursions. I have also contributed to the general care and well-being of students including attending to students with illnesses and first aid, assisting with the arrival/departure of students travelling on buses and supporting students with hygiene needs, managing resources and provide timely and accurate administrative support.

My key contributions can be demonstrated in my recent role as Education Assistant at Langford Islamic College during which time I assisted teachers in the delivery of planned education programs including the operation of computers and under teacher's direction, implement individual or small group programs or demonstrations.

I have consistently demonstrated a highly flexible approach with the ability to work on multiple tasks simultaneously and handle frequent interruptions together with competing deadlines and changing work priorities. I have developed a high level of organisational skills in my role as a School Officer and Education Assistant, ensuring the smooth operation of the learning program and maintenance of the classroom environment.

With a passion for continuous learning and development, I have completed a Masters of Maths & Science Education, Certificate III in Teacher Assistant, Second Step Computer Course, Teamwork Course, Senior First Aid Certificate, Medical Reception Certificate II & III, Certificate III in Spoken and Written English and a Bachelor of Science demonstrating a commitment to a long term career in the education industry.

Find attached my résumé including professional referees together with the selection criteria. I am certain an interview would reveal my enthusiasm for the opportunity to secure this role at Kingston Primary School with a strong interest in supporting children to reach their full potential. I appreciate your valuable time in reviewing my application, please don't hesitate to contact me if you have any questions via phone or email.

Yours sincerely,

Jacqueline Smith

Paul Smith

101 Short Street
MELBOURNE VIC 3000
M: 0400 555 888
E: paulsmith61@live.com

25 August 2013

Re: IT Business Analyst (APS 6)

Reference: CIOG/01983/11

Dear Sir/Madam,

A results-driven IT professional with strong analytical skills and experience in the government sector, I write with interest to be considered for the above career opportunity at the Department of Defence as recently advertised on www.defence.gov.au.

As further detailed in my résumé, I offer broad experience which can be demonstrated in my current contract role as E-Services Coordinator at Darebin Council where I perform various duties and responsibilities such as ensuring that the highest standard of online services are available to the community and Council staff through the Council's main website, intranet and other online/mobile communications channels whilst coordinating, directing and integrating Councils e-commerce websites, services and applications for the purpose of efficient business-to-business and business-to-customer transactions.

Additionally I am employed part-time at Web Solutions as an Online/Digital Coordinator. Over the past 5 years I have successfully developed and implemented numerous online digital projects that meet business requirements including Website Design, Website Development, SEO, Digital Campaigns, Google Analytics, Ecommerce Development, Mobile Development, P.P.C Campaigns and Account Management.

Confident I would make a valuable contribution as an IT Business Analyst, I have demonstrated the ability to liaise with all parts of the organisation, working as part of a team and independently whilst delivering on IT projects and handling changing priorities in a deadline driven environment. I welcome the opportunity to undertake complex ICT business analysis activities such as methodical investigation, analysis, review and documentation of all or part of the business in terms of business functions and processes whilst communicating with users to identify business needs, problems and opportunities.

Keen to uphold and promote your vision, I understand that The Chief Information Officer Group (CIOG) of the Department of Defence, leads the integrated design, cost effective delivery, and sustained operation of the Defence Information Environment.

Committed to ongoing professional development and lifelong learning, I have successfully completed various qualifications including a Bachelor of Applied Social Science and Diploma of Business Management with the ability to acquire new skills and knowledge quickly and easily.

Find attached my résumé that further details my relevant skills experience and accomplishments together with my response to the selection criteria. I welcome the opportunity to attend an interview where I would be pleased to elaborate further regarding my potential contributions and suitability. Please don't hesitate to contact me via phone or email anytime should you have any further questions.

Yours sincerely,

Paul Smith



201 Henry Street
EAST CANNINGTON WA 6107
M: 0415 444 555
E: bryansmith@bigpond.com

17 July 2013

"Advertised Vacancy"
Department of Finance
Locked Bag 11
CLOISTERS SQUARE WA 6850

Attn: Recruitment Officer
Re: Senior Systems Administrator (Level 5)
Pool Ref: VCID00393

Dear Sir/Madam,

A qualified and experienced IT professional, I write with great interest to be considered for the above career opportunity at the Department of Finance, Corporate Services as recently advertised on www.jobs.wa.gov.au.

Currently acting in the position as Information Technology Service Support Officer for the Department of Finance - Shared Services with a commitment to meeting all requirements, I would greatly appreciate the opportunity to make a positive contribution as Senior Systems Administrator involved in providing excellent service to ensure maximum reliability, integrity, availability and performance regarding issues encountered with application systems, networks, hardware and software.

In addition to my current position at the Department of Finance - Shared Services since March 2006, I have previously contributed in various technical capacities such as Desktop Support Engineer (Peter Felder Informatik), Systems Administrator & Desktop Support Engineer (Go! Uni Advertising AG) and Rollout Engineer & Team Leader (for Damax Pty Ltd and UBS - Union Bank of Switzerland).

As further demonstrated from my enclosed résumé, I am committed to professional and personal development with a passion for continuous improvement, having completed various accreditations and qualifications including the following:

- Network, PABX, Active Directory, PC and Peripheral Support
- Network Security and Hardware Management Including LAN, WAN and VPN
- IT Security Software Management
- Installation and Support of Microsoft Windows Server and Desktop Family of Operating Systems

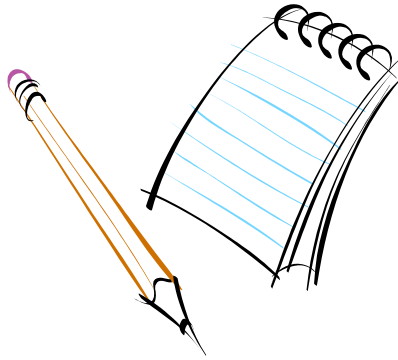
Please find attached my résumé that details my work history, skills, attributes and qualifications relevant to this position. I am certain an interview would fully reveal my abilities and enthusiasm for the opportunity to secure this challenging role at the Department of Finance.

I greatly appreciate your time in reviewing my application, please don't hesitate to contact me if you have any questions on 0415 444 555 or via email on bryansmith@bigpond.com. I look forward to the opportunity of meeting with you to further discuss how I can contribute to the Information and Communications Technology Unit at the Department of Finance.

Yours sincerely,

Bryan Smith

(ii) Résumés



*John Smith*

P.O. Box 120
BRISBANE QLD 4120
M: 0430 333 000
E: johnsmith71@gmail.com

Career Objective

A results-driven and highly proficient accountant with strong financial and management accounting experience in government and commerce sector, I am actively pursuing a challenging career opportunity as an Assistant Accountant at the National Heavy Vehicle Regulator. Confident I would make a valuable contribution, I welcome the opportunity to provide timely and professional finance, administrative, and operational support to the business.

Demonstrated Skills & Abilities

- Strong knowledge of accounting and financial legislation, policies and procedures together with accounting techniques, principles, standards and financial modelling with ability to interpret legislation and regulations.
- Experience in monitoring financial statements regarding the company's compliance with legal requirements.
- Plan and conduct research, analysis and conduct financial audits including associated reporting.
- Demonstrated proficient in processing payroll including calculation of superannuation and leave entitlements.
- Trained and experienced in all aspects of accounting, financial management and reporting.
- Proficient in accounts payable and receivable including processing of invoices and staff payroll.
- Support financial decision-making information by collecting, analysing, investigating and reporting financial data.
- Highly developed research and analytical skills including the ability to make sound judgements.
- Skilled and efficient in office administration and clerical support including filing and document preparation.
- Provides professional and courteous customer service, handling enquiries, problems and escalated issues.
- Strong analytical and problem solving skills with the ability to achieve positive outcomes.
- Proficient reconciliation skills with experience in General Ledger Reconciliations and Bank Reconciliations.
- Strong knowledge of ATO and ASIC compliance requirements for entities from Sole Traders to Companies.
- Committed to undertaking further training with the ability to acquire new skills quickly and easily.
- Excellent communication and interpersonal skills with extensive experience establishing and nurturing relationships with people at all levels.

Education & Training

2012 - 2013	CPA Program CPA Australia
2010	Master of Professional Accounting James Cook University, Australia
2002	Bachelor of Commerce MS University, India

Computer Skills

- MS Excel
- MS Word
- MS PowerPoint
- MYOB
- SAP
- QuickBooks
- Quicken
- Oracle
- Civica - Practical Plus
- Email and internet

Employment History

Oct 2010 - Current

GOONDIWINDI REGIONAL COUNCIL | www.goondiwindirc.qld.gov.au
82 Marshall Street, Goondiwindi QLD 4390

Accountant

Organisational Profile:

- Goondiwindi Regional Council (GRC) is local government organization which services to approximately 11,500 residents in an area covering 900 square kms on the southern Queensland border.

Key Duties:

- Perform a broad range of financial reporting tasks including the following:
 - Prepare end of month reconciliation of general ledger, asset register, work in progress of capital projects and financial statement
 - Prepare monthly financial report for councillors and management
 - Prepare draft copy of statutory financial statements and prepare working paper file for external auditors;
 - Assist finance manager and senior accountant in forecasting and preparing budget, and handle ongoing maintenance of budget.
- Manage key areas within the finance department including the following:
 - Maintain accuracy and integrity of general ledger and job costing module.
 - Managing council's tax compliance FBT, BAS, GST and other tax related matters.
 - Record end of month accrual, prepayment and adjustment entries.
 - Maintain fixed asset register, process asset related transaction, and undertake annual asset stock take.
 - Handle inventory & oversee annual stock take.
 - Managing accounts receivable function; and oversee accounts payable.
 - Oversee procurement module, corporate credit card system.
 - Manage council's investment portfolio.
 - Manage daily bank reconciliations; forecast and monitor daily cash flow.
 - Assist finance manager in variance analysis.
- Assist senior management in numerous tasks and projects such as financial sustainability analysis, business case analysis.
- Prepare procedures for finance department and other stakeholders.

Achievements:

- Fuel Tax Credit:** Investigated and recouped missed fuel tax credit in excess of \$95 K from ATO, implemented new procedure and work practice resulting in increased productivity.
- Analysis:** Initiated, prepare and presented cost to benefit analysis in relation to council's debt a/c, approved by the council which in result saved \$150k.
- Compliance audit of accounts payable system:** Verifying details (ABN/GST registration) of supplier's from creditor's system with government records and updated the system with accurate details. I designed the procedure and process to verify creditor's detail while creating new shell, trained staff for the process; this eliminated the risk to council.
- Corporate credit card and Bank A/C Swipe Facility:** Introduce new corporate credit card facility with best available market terms for council's low value purchases, this result in less constraint on administration and payment system and increase in productivity. Furthermore introduced a bank a/c sweep facility which increased Council's total interest earnings by AU\$25,000 per annum.
- Became system champion** on civica financial system in a few weeks. Colleagues now contact me with questions on extracting data from the system, investigation and using the software efficiently.

Apr 2010 - Jun 2010

QUEENSLAND STATE HEALTH DEPARTMENT | www.health.qld.gov.au
147-163 Charlotte Street, Brisbane QLD 4000

Finance Internship - Asset Accounting Team

Organisational Profile:

- Queensland Health employs over 75,000 staff in 15 separate health districts and operates intern programs across a number of disciplines. In order to be considered and selected, candidates must have a zero fail rate on their academic transcript and a Grade Point Average (GPA) higher than 5.

Key Duties:

- Manage several projects surrounding Queensland Health's FAMMIS system (A SAP Application) including: useful life review of assets; repairs and maintenance variance analysis; losses register; Low and non-moving capitalization works; review of premises revaluation report and data integrity checks.
- Perform miscellaneous administration such as data entry of transactions, month end reporting and data collection.

Achievements:

- Successfully completed 7 out of 8 projects on time and to the satisfaction of management.
- Quickly acquired a strong knowledge and skill set in the SAP FAMMIS application.

Employment History

Jun 2006 - Mar 2008

PANTALOON RETAIL INDIA LTD | www.pantaloonretail.in

Vadodara Central Mall, India

Senior Finance Officer

Organisational Profile:

- Pantaloon Retail India Ltd operates over 15 million square feet of retail space with over 1000 retail stores and employs over 35,000 employees. Company's annual turnover is more than US \$ 1.5 billion.

Key Duties:

- Assist in preparation of yearly budget.
- Prepare end of month reconciliations of general ledger, credit card, brand wise sales reconciliation.
- Record monthly accrual and adjustments entries.
- Manage procurement system and prepare weekly procurement report.
- Assist in preparing income tax & VAT return.
- Manage inventory and prepare shrinkage report.
- Assist in cash flow management.
- Assist in preparing monthly operational KPI report, P&L.
- Vendor management.
- Lead and mentor team of cashiers, accounts payable and accounts receivable.

Achievements:

- Promoted to Senior Finance Officer after 12 months of service.
- Introduced complete automation of all reconciliation reports, which lead into increased productivity.
- Successfully implemented just in time inventory method for certain product line, this result in 40% less stock loss.

Professional Referees

Josie Jarrod

Finance Manager
Goondiwindi Regional Council
82 Marshall Street
Goondiwindi QLD 4390
M: 0408 008 333
T: (07) 4671 7444
E: j.jarrod@grc.qld.gov.au

Jason Dooby

Director - Community & Corporate Services,
Goondiwindi Regional Council
82 Marshall Street
Goondiwindi QLD 4390
T: (07) 4671 7021
E: j.dooby@grc.qld.gov.au

Claire Simons

Financial Accountant
Queensland State Health Department
147-163 Charlotte Street
Brisbane QLD 4000
T: (07) 3328 9987
E: c.simons@health.qld.gov.au

Tony Smith

12 Sullivan Circuit
PALMERSTON ACT 2913
M: 0480 870 870
E: tony-smith21@gmail.com

Career Objective

To secure a challenging career opportunity as an Assistant Director - Workplace Relations at The Department of Agriculture, Fisheries & Forestry working in a team to develop, implement and maintain strategies and frameworks, provide advice, counsel and guidance to managers and employees across DAFF, undertake reviews of action, resolve conflict and performance issues including management and resolution of complex cases and assist in the management of investigations into suspected breaches of the APS Code of Conduct. Having positively contributed in the private sector and NSW government for 23 years, I have demonstrated a high level of expertise and achieved results in areas from team leadership, training and advisory services to the provision of inspection, investigation, intelligence and compliance activities whilst monitoring policies and processes to provide optimal outcomes.

Demonstrated Skills & Abilities

- High-level analytical, consultation, negotiation, written and oral communication skills including the ability to prepare a wide range of correspondence, reports and submissions.
- Monitor, analyse and report on employee relations best practice standards and legislative requirements.
- Strong leadership skills with the ability to manage, train, supervise and motivate teams, maximising performance and desired outcomes.
- Develop and monitor of individual achievement and development plans, setting of team work priorities in line with corporate objectives.
- Well organised and efficient with the ability to meet deadlines and respond to change effectively.
- Proven ability to interpret, apply and review relevant policies, procedures and legislation.
- Foster an environment of working together across teams, mentoring and leading by example.
- Extensive intelligence background and qualifications in Security and Risk Management.
- Establish effective working relationships with internal and external stakeholders, staff and colleagues at all levels.
- Articulate and confident communicator and negotiator with strong written and verbal communication skills.
- Build and sustain effective relationships with other agencies including ICAC, Ombudsman, ASIC and Police.
- Highly competency in conducting complex investigations at state government level including OHS investigations, workplace bullying and harassment, criminal and staff corruption.
- Oversee the provision of quality and timely services and operations.
- Maintain and update paper-based and computer files/records and ensure appropriate performance reporting.
- Represent the organisation in forums, meetings and events maintaining a professional approach.
- Proven ability to provide results in key areas of the Operational and Tactical Intelligence Processes.

Educational Qualifications

- Diploma in Government (Investigations), Churchill Education (2012)
- Diploma in Occupational Health & Safety, Churchill Education (2012)
- Diploma in Management, Churchill Education (2012)
- Diploma in Project Management, Churchill Education (2012)
- Certificate III in Investigative Services, Australian School of Security & Investigations (2012)
- Certificate IV in Government (Fraud Investigations), Australian School of Security & Investigations (2012)
- Diploma in Government (Investigation), Churchill Education (2012)
- Diploma in Security & Risk Management, Churchill Education (2012)
- Diploma in Occupational Health and Safety, Churchill Education (2012)
- Advanced Intelligence Course, Charles Sturt University (2008)

Employment History

Feb 2013 - Current

THE COMMERCE & WORKS DIRECTORATE | www.treasury.act.gov.au
Level 5, 40 Allara Street, Canberra City ACT 2601

Senior Advisor - Employee Relations

Organisational Profile:

- The Commerce and Works Directorate brings together elements of the ACTPS including Shared Services, capital works, the ACT Revenue Office and ACT Insurance Authority, driving substantial improvements to the efficient and effective delivery of capital works projects, as well as delivery of back of house ICT, procurement and administrative functions whilst providing strategic financial and economic advice and services to the ACT Government aimed at improving the Territory's financial position and economic management.

Key Duties & Accomplishments:

- Undertake investigations, report and make recommendations on complex employment matters including discipline, internal reviews, appeals and underperformance issues.
- Manage and promote a productive and effective client Directorate/Agency relationship.
- Liaise with and provide advice to client Directorate/Agencies on a range of complex employment related matters.
- Represent Shared Services and client Directorates/Agencies in a range of forums.
- Develop and implement employee relation programs and initiatives across the ACT Public Service.
- Monitor, analyse and report on employee relations, best practice standards and legislative requirements.

Oct 1990 - Sep 2011

NSW CORRECTIVE SERVICES | www.correctiveservices.nsw.gov.au
Various positions as detailed below over 21 year period

2002 - 2011

2002

Intelligence & Investigations Manager

2001

Assistant Superintendent (Intelligence Manager)

1999

Assistant Superintendent (OIC ACMU)

1999

Assistant Superintendent (Case Management Supervisor)

1996

Obtained Promotion to Commissioned Rank

1993

Senior Correctional Officer

1991

First Class Correctional Officer

1990

Prison Officer

NSW Department of Corrective Services Probationary Prison Officer

Organisational Profile:

- Corrective Services NSW provides custodial and community-based correctional services as an important element of the NSW criminal justice system. In addition to managing offenders under the jurisdiction of New South Wales courts, the Corrective Services manages Commonwealth offenders and provides custodial services on behalf of the Australian Capital Territory.

Intelligence & Investigations Manager - Key Duties & Accomplishments:

- Manage and oversee intelligence gathering and processing as per the intelligence cycle within the centre, disseminating information to the Corrections Intelligence Group and various law enforcement bodies.
- Handle and resolve disputes between staff and inmates using effective confliction resolution.
- Manage rehabilitation programs for officers and manage Workers Compensation claims.
- Plan and conduct investigations at a local level including OHS incidents, staff misconduct and corruption, workplace bullying and harassment, drug/contraband supply and introduction.
- Assume role as contact point for all nationwide law enforcement bodies and assist them with the secretion of Listening Devices throughout the complex regarding OH&S and Warrants issued.
- Ensure incident reporting is in accordance with policy and relevant legislation.
- Undertake responsibility as State Intelligence Mentor.
- Play an integral role in the development and design of the new state wide intelligence database.
- Manage and coordinate inmate discipline structured day routine for inmates, oversee daily order within the Centre and accountable for activities within the centre including the daily muster.
- Responsible for inmate accommodation including cleanliness, maintenance and repairs.
- Manage staff grievances including workplace bullying and harassment.
- Board of Management Member and OH&S Representative on the Board of Management.
- Address and brief General Managers, Regional Commanders and Assistant Commissioners on numerous occasions together with Intelligence Professionals, Security Staff and NSW Police Task Forces.
- Assume responsibility as Coordinator of urinalysis and DNA testing programs.
- Manage and supervise 10 staff and their roles in the Daily Security Reporting system.

Employment History

- Ensure incident reporting and support accommodation units is in accordance with relevant policy and legislation.
- Implement the established procedures and protocols in relation to security, safety and hygiene.
- Assume responsible for the armoury and control.
- Manage area within set budgetary constraints and undertake expenditure analysis.
- As Assistant Superintendent performed higher duties as a Senior Assistant Superintendent, Manager of Security and Deputy Governor.

Professional Development - Corrective Services NSW

- Young Adult Offender Training
- Communication and Interview Skills
- Management Strategies
- Working with Groups
- Goal Setting
- Suicide Awareness and Intervention
- Alcohol and Other Drugs
- On the Job Trainer
- Emergency Procedures Training
- Chemical Munitions Operators Course
- Good Working Relationships Program Training Course
- Accredited Good Working Relationships Program Trainer
- Conflict Management
- Field Intelligence Officer Course

Professional Referees

Dave Smith

Senior Assistant Superintendent
Bathurst Correctional Complex
Cnr Browning Street and Brook Moore Avenue
Bathurst NSW 2795
T: (02) 6338 3000

Bill Dawson

General Manager
Bathurst Correctional Complex
Cnr Browning Street and Brook Moore Avenue
Bathurst NSW 2795
T: (02) 6338 3000

Certificates & Awards Available

Jacob Smith

176 Broadway Avenue

SYDNEY NSW 2000

M: 0404 333 666

E: jacob-smith81@hotmail.com

Career Objective

To secure a challenging opportunity as a ITS Analyst at Transport for NSW where I can utilise my broad training, skills and experience across the public and private sector. I look forward to provide a high level of IT support services to customers across a broad range of services together with a rapid and efficient resolution service to customers issues of complex/technically difficult nature including escalations, direct level support and front line support.

Tertiary Qualifications

Nov 2008	Diploma in Network Engineering Windsor Institute of Commerce
Dec 2007	Master of Science in Internetworking University of Technology Sydney
Sep 2004	Bachelor of Science in Information Technology Eastern Mediterranean University

Professional Development

Mar 2010	Microsoft Certified Professional (MCP) Microsoft
Aug 2009	CISCO Certified Network Associate (CCNA) (CCNA CISCO ID NO. CSC011622471)

Major Projects

- Technology for learning (T4L) PC rollout project with Best International
- KPMG Data Migration and Upgrade to Windows 7 Project with Best International
- Landcom Migration from Novell System to Active Directory with Aspire IT
- Westpac PC rollout project for corporate sites
- DHS Rollout Project

Employment History

Jan 2012 - Current

ROAD & MARITIME SERVICES | www.rms.nsw.gov.au

99 Phillip Street, Parramatta NSW 2150

Level 1/2 Support Centre Analyst (ICT Infrastructure & Support Services)

Organisational Profile:

- Roads and Maritime Services (RMS), an agency which brings together the former Roads and Traffic Authority and NSW Maritime. RMS aims to be the leader in the management and delivery of safe, efficient and high quality services and infrastructure to the community and businesses of NSW.

Key Duties:

- Provide a high level of technical support to 5000+ internal clients throughout NSW including face-to-face, onsite and remote support.
- Monitor Service Desk and Maintenance performance, address any relevant issues.
- Respond to user enquiries according to RMS procedures
- Develop and maintain strong working relationships with internal clients and stakeholders.
- Back-up user data and re-imaging of PCs.
- Logging of hardware issues with vendors for warranty repairs.
- Logging of tickets for calls received using SAP CRM 7.
- Liaise with vendors in regards to escalations for VIP users.
- Troubleshooting issues related to MS Office Suite, VPN Connection, Citrix, Exchange, Internet Explorer, user access issues and other in-house applications.
- Provide Blackberry and Tablet support.
- Assign and installation of applications for users.
- Document and report resolutions or workaround for known issues.
- Troubleshooting remote access achieving positive outcomes.

Jun 2011 - Dec 2011

TRANSFIELD SERVICES AUSTRALIA | www.transfieldservices.com

111 Pacific Highway, North Sydney NSW 2060

Support Centre Analyst

Company Profile:

- Transfield Services is an operations, maintenance and construction services business, operating globally in the resources, energy, industrial, infrastructure, property and defence sectors.

Key Duties:

- Provide a high level of technical support to 3000+ internal and external clients in Australia and overseas working in an ITIL environment.
- Logging tickets for calls received using HP SM7 and resolve assigned tickets within targeted SLA's
- Logging into users PC's remotely when required using VNC Client or Net Meeting.
- Troubleshoot issues related to Internet Explorer, MS Office Suite, user access issues, Outlook, Next G Cards, Remote Connection (Aventail VPN Client) and resolve issues with Citrix program neighborhood applications such as JD Edwards, Citrix Full Desktop and Citrix web interface.
- Assist users in configuring Outlook and Lotus Notes profiles.
- Mapping of network drives and printers for users.
- Reset passwords for SAP accounts and configure single sign-on environment variables for users together with basic SAP Troubleshooting such as printing and authorisation errors.
- Installation of applications for users through HP Client Automation Agent or manually if required.
- Create users AD accounts, mailboxes and create distribution groups as requested.

May 2011 - Jul 2011

KORDIA/WESTPAC/IBM

4 Drake Avenue, Macquarie Park NSW 2113

PC Technician

Key Duties:

- Work as part of a team on a PC Rollout project in a timely, professional manner.
- Installation of Windows XP SP3.
- Scanning of serial numbers and Asset Tags for New PCs.
- Conduct checks to verify that required software is installed.

Employment History

May 2011

LANDCOM | www.landcom.nsw.gov.au

Level 14, 60 Station Street, Parramatta NSW 2150

PC Technician (2 week contract)

Organisational Profile:

- Landcom is the NSW Government's property developer and a state owned corporation working with the private sector to produce quality housing that also delivers social and economic benefits to the people of NSW.

Key Duties:

- Uninstall Novel client from user's PCs and join users to the Active Directory domain.
- Work as part of a team on 2 week project in a timely, professional manner.
- Check internet connection, check printer drivers and connections.
- Installation of Zenworks client and required applications.

Dec 2010 - Apr 2011

TOSHIBA AUSTRALIA | www.toshiba.com.au

12-24 Talavera, North Ryde NSW 2113

IT Technical Support

Company Profile:

- Toshiba Australia was founded in 1975 as a joint venture with EMI and became Toshiba Australia in 1978. This is comprised of the following business divisions: Information Systems Division, Electronic Imaging Division, Medical Division, Research and Development and Corporate Services.

Key Duties:

- Receiving Calls From customers and resolving customers inquiries
- Logging Incidents into the Oracle Database
- Diagnosing whether the issue is hardware or software
- Checking on Customers Warranty Status and booking Notebooks into Toshiba's Service Centres
- Step by step troubleshooting over the phone for software issues
- Helping customer adjusting computer settings related to network connections including 3G modems, Wireless/LAN connections and other settings related to sound, Regional and language settings, Keyboard layout, Screen resolution, and windows updates settings
- Helping customers in setting their wireless connection
- Guiding customers through system restore or System recovery steps
- Guiding customers through drivers updates
- Advising customers on creating backups, Antivirus installation and update, and keeping windows up-to-date
- Escalating to customer relations department in case customers issues need further attention that falls beyond the scope of technical support
- Updating customers on repairs status and tracking pickup and delivery status when requested by customers.

Sep 2010 - Dec 2010

GROUPM | www.groupm.com

65 Berry Street, North Sydney NSW 2060

Service Desk Consultant (Intern)

Company Profile:

- GroupM is WPP's consolidated media investment management operation as a parent company to agencies including Maxus, MEC, MediaCom, Mindshare, Catalyst and Xaxi and is the global number one media investment management group (RECMA 2010).

Key Duties:

- Work with a team of experienced IT professionals as an Intern, gaining a wealth of technical knowledge and experience at the Service Desk.
- Maintain a highly professional, confident manner with effective communication skills
- Demonstrate a strong customer focus with highly developed conflict resolution skills.
- Imaging of desktops computers and laptops using Norton Ghost (Windows XP and Windows 7).
- Add new computers to the Active Directory.
- Add new devices to the Asset Management Database.
- Set-up and configure Lotus Notes for Users (Workstations and Remote Users).
- Set-up and configure Checkpoint VPN Secure client for laptop users.
- Installation of applications for users remotely using Dameware or Face to Face.

Employment History

- Patching of new users to the computer network.
- Trained in the opening and closing of helpdesk incident using Front Range ITSM ticketing system.
- Run diagnostics tools to perform hardware tests using PC Doctor.
- Responsible for updating and installing Anti-Virus (Sophos)
- Maintenance and updating of system drivers.

Dec 2009 - Jan 2011

BEST INTERNATIONAL | www.best-international.com.au

153 Walker Street, North Sydney NSW 2060

PC Technician (Project work on-call)

Company Profile:

- Best I.T. Engineering specialises in deploying and repairing IT devices with a passion for providing reliability, responsiveness, flexibility and consistency to clients Australia wide. Best I.T. Engineering are the only IT Engineering Company in Australia to have achieved Carbon Neutral Status from 2009.

Key Duties:

- Work unsupervised and as part of a team on various PC technical projects in a timely, professional manner.
- Communicate with a team of Technicians and clients to determine their need and provide support.
- Installation of Windows XP images from server for educational and staff usage.
- Installation of Windows 7 Image from server.
- Capture and restoration of users data and profiles.
- Installation of local and network printers.
- Installation of user applications based on the requirements of the user's division.
- Undertake Quality Assurance on all installed laptops using a prepared checklist.
- Perform testing connectivity to the internet.
- Installation, relocation, testing and monitoring of PC's, laptops, monitors and printers.
- Maintenance and updating of the Anti-Virus database.

Computer & Technical Skills

Software:

- Microsoft Office Suite 2003/2007 (Word, Excel & PowerPoint) and Desktop Imaging Software

Operating Systems:

- Microsoft Windows Operating Systems 98, ME, 2000, XP, Server 2003, XP, Vista & 7

Utilities:

- Norton Anti-Virus, Kaspersky Internet Security, Norton Ghost, VMware, GNS3, Partition Magic, Active Directory

Other

- Theoretical and practical experience in configuring and troubleshooting TCP/IP, DNS, DHCP, Active Directory, and Group Policies
- Virtualization such as VMWARE workstation
- Configuring Dynamic routing protocols

Referees Available on Request



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- Australian Security Intelligence Organisation
- Australian Taxation Office
- Australian International School Singapore
- Canberra Rape Crisis Centre
- Cancer Australia
- Centrelink
- ChemCentre
- Councils & Local Government (All States & Territories)
- CSIRO
- Comcare
- Defence Materiel Organisation
- Department for Planning and Infrastructure
- Department of Agriculture, Fisheries and Forestry
- Department of Child Protection
- Department of Community Services
- Department of Communities & Social Inclusion
- Department of Commerce
- Department of Consumer & Employment Protection
- Department of Corrective Services
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- Department of Education (All States & Territories)
- Department of Education, Employment & Workplace Relations
- Department of Environment and Climate Change
- Department of Environment and Conservation
- Department of Finance
- Department of Family & Community Services
- Department of Foreign Affairs and Trade
- Department of Health (All States & Territories)
- Department of Health & Ageing
- Department of Housing
- Department of Human Services
- Department of Immigration & Multicultural Affairs
- Department of Innovation, Industry Science & Research
- Department of Justice
- Department of Prime Minister and Cabinet
- Department of Racing, Gaming & Liquor
- Department of Treasury and Finance
- Fairwork Commission
- Irregular Maritime Arrivals
- Legal Aid NSW
- Magistrates Court
- Main Roads WA
- National Heavy Vehicle Regulator
- Office of the Director of Public Prosecutions
- Police (All States & Territories)
- RailCorp
- Supreme Court
- Schools - Various Primary & Secondary Schools
- The Historic Houses Trust of New South Wales
- The Independent Transport Safety & Reliability Regulator
- The Salvation Army
- Transport for NSW
- Tourism New South Wales
- United Nations
- Universities and TAFE Colleges (All States & Territories)
- U.S. Consulate General
- VCAT
- Vice Chancellor Office
- Vicroads
- Victorian Commission for Gambling & Liquor Regulation
- Victorian Building Authority
- W.A.Y.S.S.
- Western Australian Sports Centre Trust
- Westmead Hospital
- Willoughby City Council
- Women & Newborn Health Service
- Woollahra Municipal Council
- Workplace Authority
- Workers' Compensation Dust Diseases Board
- Wesley Mission
- Worksafe ACT
- Workcover WA

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Monique Thompson

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Phone: (03) 8790 3314 or 0438 737 863

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