

**POSITION SOUGHT****Document Controller / Records Management****CAREER SUMMARY**

Background in telecommunications with more than twenty years service with Telstra leading to position as Senior Technical Telecommunications Officer Grade II. Developed strong interpersonal and liaison skills through roles as Telstra's representative for remote location customers (e.g. The pipeline authority, farmers and aboriginal settlements), and as the interface between the state/national co-ordinators and installers. Held the position of Exchange Records Officer with Telstra for five years with sole responsibility for maintaining the Circuit Commissioning database holding all equipment records for every telephone exchange, and radio, coaxial cable, etc. in South Australia and the Northern Territory. Subsequently appointed Team Leader of the Mobile Telephone Installation Group. Gained a Diploma in Information Technology and a Certificate IV in Small Business Management in 2001 and moved into part-time self-employment setting up a Photo-restoration business *Compel Graphics*. Subsequent focus on further developing IT skills and knowledge through training and part-time specialised work to encompass programs such as Dreamweaver, Photoshop, InDesign and Fireworks with a high level of competency in website content and graphics editing on Macintosh and Windows operating systems.

**AREAS OF EFFECTIVENESS****General records and database management:**

- Maintenance of State and Interstate databases, including status updates, record searching and printouts
- Timely and accurate response to requests from internal and external customers
- Demonstrated ability to comply with organisational policies, procedures, guidelines and meet legislative and audit requirements
- Liaising with internal and external customers to determine their precise requirements
- Working in teams to meet strategic / project goals
- Experienced in working in State Government organisations
- Digital storage and sentencing of all records including files and photographs
- Evaluating, sorting and categorising of all types of records
- Up-to-date knowledge of wide range of software on Macintosh and Windows operating systems
- Strong rapport with OHS&W, Equal Opportunity and Diversity policies and practices

**Computer skills:**

- Macintosh OSX and Windows operating systems
- MS Office Suite (2007): Word (fluent), Excel (intermediate), PowerPoint (basic), Outlook Express
- Adobe: InDesign (intermediate), Photoshop, Illustrator (basic), Dreamweaver
- Visual Basic, Fireworks, Javascript
- Website content editing, including text & images, using Dreamweaver MX
- Photograph restoration, repair and resizing

## ACHIEVEMENTS

- Held the positions of Records Officer with Telstra from 1988 to 1995, initially in charge of the REAX data base for automatic exchange equipment for two years and subsequently Exchange Records Officer for five years with sole responsibility for maintaining the Circuit Commissioning database holding all equipment records for every telephone exchange, and radio, coaxial cable, etc. in South Australia and the Northern Territory, providing an efficient and timely service covering equipment status updates, record searching and printouts.
- Awarded a Diploma in Information Technology from Adelaide TAFE with distinctions in page and document design and image capture and processing, forming the basis for on-going professional development in IT including fluency in using programs such as Dreamweaver, Photoshop, InDesign and Fireworks.

## WORK HISTORY

### Design Editor (pt-time)

*Inprint Design, Bedford Park SA*

2006-current

- Research, access and download AAP articles from the Internet for LINK Disability Magazine
- Photoshop image manipulation and retouching for print and web media
- Research for Link Disability Magazine information and article leads
- Indesign operator in document creation and editing for print
- Using word to manipulate text, print labelling and edit (word or various formatted) text files

### Design Editor (pt-time)

*OPTCOM, Gen Osmond SA*

2004-2006

- Replicating & redesigning website templates in Fireworks
- Preparing images for the internet and print
- Web site content editing, including text & images, using Dreamweaver MX
- Fixing website menu options using java scripts
- Working with tables and layout in Dreamweaver templates
- Creating printer friendly pages using CSS (Cascading Style Sheets)

### Specialised Administration Officer

*SGIC, Adelaide*

2002

- Communications management using Lotus notes
- Invoicing, online ordering and purchasing, email, filing and clerical duties
- Co-ordinated travel, forms, petty cash, functions and meeting room bookings

### Full and Part-time studies / Small Business Development *Compel Graphics*

1999-present

### **Telstra 1977-1999**

Technical Officer leading to Senior Telecommunications Technical Officer Grade II

- Team Leader - Mobile Telephone Installation Group 1997-1999
- Digital Data Network Installation Group 1995-1997
- Exchange Records Officer 1988-1995
- REAX Officer 1988-1990
- Digital Data Network Installation Group 1985-1988
- Technical Officer Training 1987
- Closed Head Injury August 1985
- Telecommunications / Radio Communications Technician 1977-1985

## PROFESSIONAL DEVELOPMENT

### Computer skills development

*Inprint Design, Bedford Park, SA*

2006-present

Macintosh OSX and Microsoft Windows:

Adobe products (CS4):

InDesign (intermediate); Photoshop; Illustrator (basic); Dreamweaver

Microsoft products:

Word; Excel (intermediate); Outlook Express; PowerPoint (basic)

Scanning hardware/software :

HP; Microtech; Microsoft; Canon

### Computer skills development

*Optcom*

2004-2006

HTML coding of web pages in Dreamweaver MX, Notepad

Design of graphics, images preparation for web and print

Image editing - Fireworks MX and Photoshop 5.0

Word processing, spreadsheet, database – Microsoft Office

Image and document scanning (HP, Microtech, Microsoft)

### Executive Diploma in Business Planning

*SA Enterprise Workshop, Development Institute of Australia*

2003-2004

### Diploma in Information Technology

*Adelaide TAFE*

2001

Subjects included:

Planning for success; Word processing; Image processing; Data manipulation; Visual Basic;

JavaScript; Report writing; Computer management; plus other subjects (32)

### Certificate IV Small Business Management

*Mission Australia (NEIS)*

2001

## REFEREES

Lee-anne Sparkes

*Manager, Inprint Design*

ph: (08) 8201 3223

Adrian Weller

*Trainer, Inprint Design*

ph: (08) 8202 3223

James Burgess

*Chief Officer Professional Development , SafeWork SA*

*Strategic Interventions Group Strategic Alliance and Performance*

mob: 0400 837 073

phone: 08 8204 9262

Email: [burgess.james2@dpc.sa.gov.au](mailto:burgess.james2@dpc.sa.gov.au)

Web: [www.safework.sa.gov.au](http://www.safework.sa.gov.au)