



**BACKGROUND:**

Over the past 15 years, occupied a number of key organisational and management roles within organisations on the east coast of NSW and in Perth, Western Australia.

Extensive experience in engineering and project management offices and quality systems coordination.

Executive assistant to NSW General Manager of an engineering and project management company and Office Manager of the same organisation.

Human resources management and management of establishment of information systems for engineering and project management requirements.

Has developed exceptional management skills for office set-up, management and administration.

**QUALIFICATIONS:**

- Secretarial Course – TAFE NSW
- Secondary Education, Gulgong, NSW
- Currently studying Quality at TAFE NSW – Certificate of Attainment

**CAREER DETAILS:**

**2007 – Present**

***For Broman Services Pty Ltd***

- Main Office and Project Office Management / Administration
- Project administration and personal assistance to Project Managers
- Implementation of Quality Systems and internal quality system audits.

**2002 – 2006**

***For WorleyParsons Services – Newcastle NSW***

Admin/Office Manager and Quality Coordinator for NSW Office activities, Newcastle office cost and budget management and administration. Activities included:

- Supervisor of Administration staff
- Checking and approval of all administration accounts

Project Management

Study Management

Engineering  
Management

Owner's  
Representative

Project Review and  
Audit



**CAREER DETAILS (Continued)**

**2002 – 2006**

***For WorleyParsons Services – Newcastle NSW***

- General liaising with other administration staff of needs on all sites
- Administration for all other section managers when required
- Company cars including: maintenance/registration etc
- Review of incoming correspondence and assigning of action
- Preparing expense reports from receipts
- Management of correspondence
- Assisting other administrative staff when overload situations arise
- Travel co-coordinator domestic and international
- Assisting new personnel with residential accommodation arrangements on arrival to Newcastle from both interstate and international
- Performance appraisals of subordinate staff
- Organisation of events and mail merge letter mail outs to staff & clients (Christmas cards, Client functions etc)
- Booking of staff training and accommodation
- Ensuring that internal Systems for Quality Control are implemented and maintained and provision of advice/information on quality assurance matters
- Oversee the maintenance and administration of the Company's management systems and assist General Manager in orienting staff towards company goals
- Ensuring that the company audit programme is developed and executed effectively
- Assistance to Proposal Coordinators and Project Managers in the development/execution of management systems on individual projects
- Providing general induction training to all staff on the management systems
- Review and monitoring of corrective actions or preventative measures within the company; follow-up on external audit findings and any client issues
- Assisting clients with quality assurance matters
- Assisting new business units in achieving quality system certification and support on quality assurance matters. (auditing of operations manuals)
- Travel between sites to implement internal audits
- Collation of 6 monthly corporate KPI's
- Maintenance of the internal intranet – including designing web pages through "sharepoint"



**2001 – 2002**

***For Keturah – Perth WA***

Administration Coordinator, the role entailing:

- Booking of all management team appointments
- PABX operation
- Management of Petty Cash
- Office stationary and equipment management
- Reception of visiting clients

**1999 - 2000**

***For the Ministry for Culture and the Arts – Perth WA***

Reception/Administration duties inclusive of:

- PABX operation
- Reception of visiting clients and dignitaries
- Document preparation and courier despatch
- Booking of all meeting rooms
- Administration for other areas of the department

**1997 – 1999**

***For Great Central Mines – Perth WA***

Receptionist/Administration duties inclusive of:

- PABX operation
- Reception of Clients and staff from other sites
- Management of Couriers – including overnight courier bags to 8 site locations
- Management of daily mail (up to 2 large bags per day), including registration and distribution
- Assist to the Human Resources Department



**1992 - 1996**

***For Digital Equipment – Sydney NSW***

Administration/Customer Service duties inclusive of:

- First customer support help lines
- Customer Service calls of up to 450 per day
- Technical Updates
- Task Management – Regional
- Monitoring of Service Agreements

**RELEVANT TRAINING**

- Internal Auditing Course – WorleyParsons
- IQPC – Internal Auditing Course

**COMPUTER LITERACY**

- MS Word (Advanced)
- MS Excel (Advanced)
- MS PowerPoint (Intermediate – Advanced)
- Visio (Intermediate)
- Microsoft Project (basic)